



A STUDY ON MOTIVATING FACTORS AMONG NURSING STAFF IN POSTGRADUATE INSTITUTE OF MEDICAL EDUCATION AND RESEARCH (PGIMER), CHANDIGARH

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INTRODUCTION

- The motivational behavior of employees could be explained in the light of:
 1. Content,
 2. Process, and
 3. Reinforcement theories.
- The content theory of motivation focuses on “what” motivates a person.
- The process theory looks at the entire process of motivation and focuses on “how” a person is motivated.
- Reinforcement theory proposes that you can change someone’s behavior by using punishment and reinforcement.

OBJECTIVE

- I. To use appropriate scales to measure levels of motivation among the nursing staff.
- II. To compare the motivation levels of nursing staff based on demographic factors.

METHODOLOGY

- **Study design:** Cross sectional descriptive Study
- **Study Duration:** March, 2018 to April 2018
- **Study Area:** The study was conducted in Female Medical and Surgical ward and Male Medical and Surgical ward at Nehru Hospital, Postgraduate Institute of Medical Education and Research, Chandigarh.
- **Target Population:** The target population was the nursing staff (N.O., S.N.O., A.N.S) working in the study area.
- **Inclusion Criteria:**
 1. All the nursing staff with the tenure of 1 year or longer within the same organization were included.
 2. No disciplinary proceedings were going on against them.

CONTINUED..

○ **Exclusion criteria:**

- ❖ The nurses not willing to participate were not considered.
- ❖ Disciplinary proceedings going on with specific nurses were not included.

○ **Sample Size:** Total population of nurses in four wards is 109 nurses. Using sample size calculator and with confidence interval of 95% the sample size came out to be 84 Nurses.

○ **Sampling technique:** A list of nursing staff shift-wise was collected from ANS and from the list, nursing staff from the all the three shift were selected on random basis..

○ **Data Type:** Primary (by interaction with nursing staff)

○ **Tools:** questionnaires and datasheet

Semi-structured and Pre validated questionnaires is used to assess level of motivation.

The questionnaire consists of mainly close ended questions related to the demographic profile, the work profile and respondents' experiences with the job. This questionnaire collected the data that helped to derive correlation between the individual factors and their motivation levels.

ETHICAL CONSIDERATIONS

- The study was conducted keeping in mind that at no point should it possess any psychological, financial or social harm to the subjects or anyone else involved.
- Care was taken to not disrupt the schedule and functioning of the employees or the Institute. It is in no way to infer between the patient and provider relationship or convey judgement.
- The participants were made well aware of the purpose and processes of the study. Confidentiality was ensured. Written consent was taken. The participation were kept voluntary and the employees were given the liberty to withdraw participation at any point during the study.
- The information collection was purely unbiased and unpressurised.
- The results and conclusion was conveyed honestly to the organisation and transparency was maintained with the management staff

MEASURE

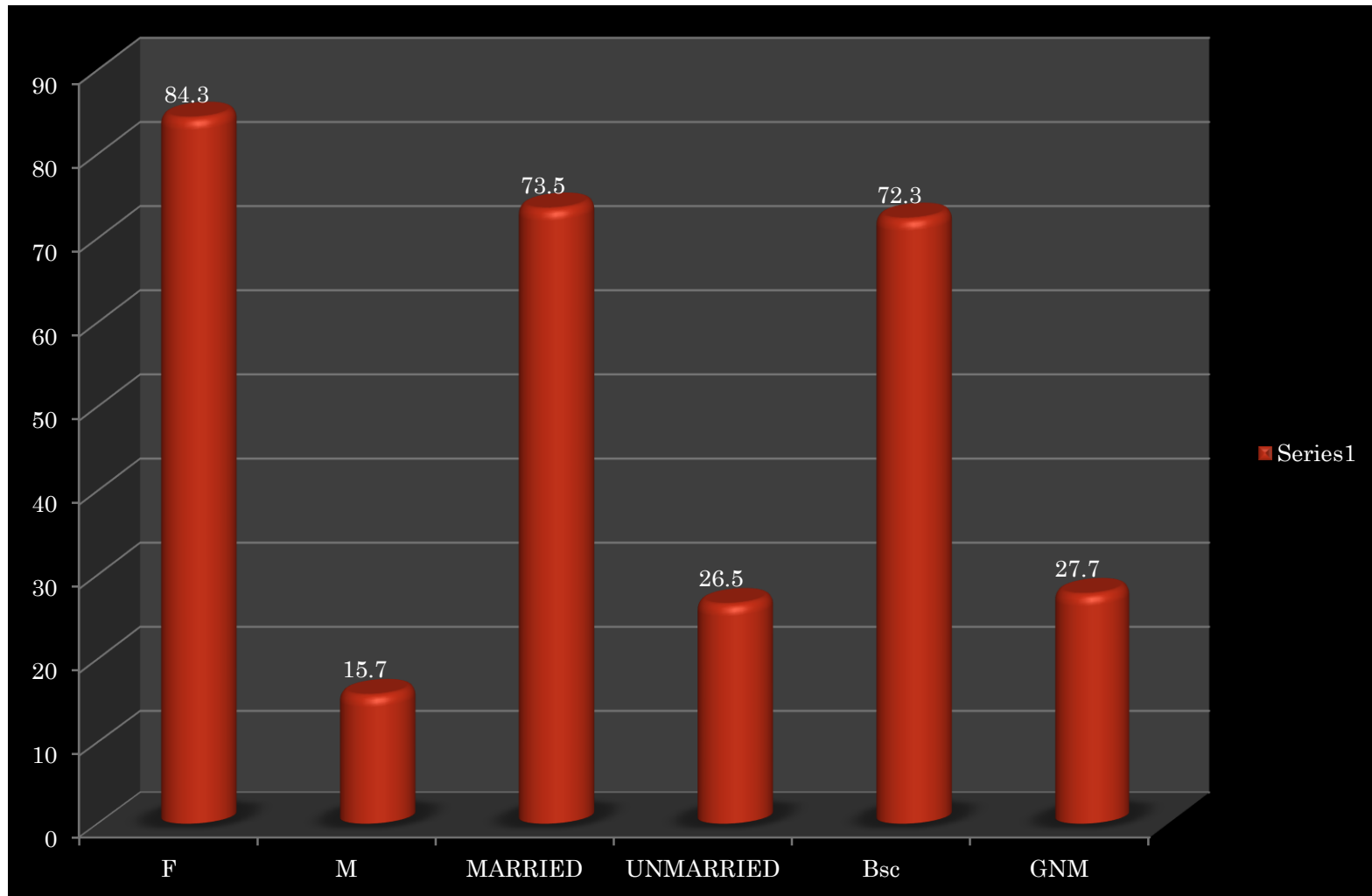
Participants completed the 18-item questionnaire which correspond to the two types of motivation postulates i.e.,

- **Intrinsic motivation(4,8,15):** It refers to the behavior that is driven by internal rewards.
- **A motivation(3,12,17):** In this individuals either lack the intention to act or act passively.

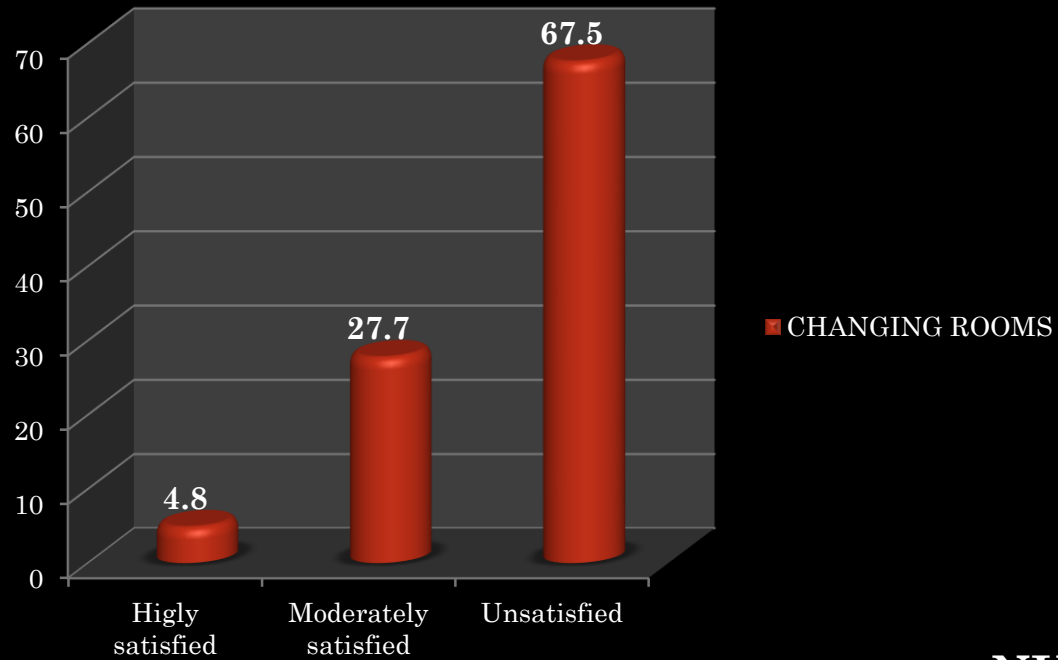
Participants were asked to indicate on a Likert-type scale ranging from 1 (*does not correspond at all*) to 7 (*corresponds exactly*) *the extent to which the items represent* the reasons they are presently involved in their work.

FINDINGS

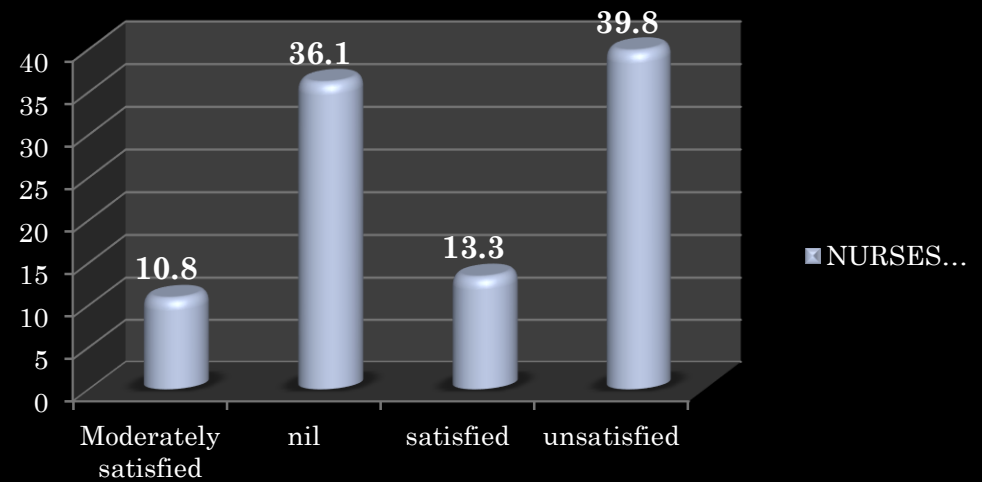
DEMOGRAPHIC PROFILE



NURSES CHANGING ROOMS



NURSES DUTY ROOM



RESULTS RELATED TO INTRINSIC MOTIVATION

- From the Statistical analysis it was found that :
 1. **96.3 %** of Nursing Officers derive pleasure from learning new things.
 2. **95.2 %** of Nursing officers feel motivated from taking on interesting challenges.
 3. **92.8%** of Nursing Officers feel motivated when they are successful at doing difficult tasks.

RESULTS RELATED TO A MOTIVATION

- From the Statistical analysis it was found that :
 1. **50.6%** of Nursing Officers gets A motivated when they are not able to manage the important task related to their own work.
 2. **87.9%** of Nursing Officers feel A motivated when they are provided with unrealistic tasks.
 3. **91.5%** of Nursing Officers feel A motivated when too much is expected of them.

MOTIVATION LEVELS OF NURSING STAFF BASED ON VARIOUS FACTORS

- **Marital Status:** According to the statistical analysis this factor is insignificant because p value was less than .05 percent.
- **Age:** According to the statistical analysis this factor is insignificant because p value was less than .05 percent.
- **Education Qualification:** Nurses who have done Bsc nursing are less motivated as compared to GNM's.

DISCUSSION

- *Intrinsic motivation leads to the most positive consequences*
- It is observed that **96.3** % of Nursing Officers derive pleasure from learning new things, rotation of the N.O. into different area and departments need to be done on regular basis so that they are continuously learning new things in new places by meeting new subordinates and having new set of work.

CONTD...

- **95.2 %** of Nursing officers have satisfaction from taking on interesting challenges.
- **92.8%** of Nursing Officers feel motivated when they are successful at doing difficult tasks.

Keeping these points in mind appreciation of the nurses whenever they are successful in doing their work needs to be done and let them know that it would not have been completed without their efforts so that their motivation levels remain up.

AMOTIVATION RESULTS IN THE MOST NEGATIVE CONSEQUENCES
THESE NEGATIVE OUTCOMES MAY INCLUDE
COUNTERPRODUCTIVE PERFORMANCE AND EMPLOYEE
WITHDRAWAL.

- **50.6%** of Nursing Officers gets Amotivated when they are not able to manage the important task related to their own work.

Regular training programs like time management classes and change management topics can be taken up for the N.O. so that they have that soft skill in their hand to handle things better.

- Each and every task needs to be explained properly with all the clear instructions which gives the task more doing look because **87.9%** of Nursing Officers feel Amotivated as they believe that they are provided with unrealistic tasks.

- **91.5%** of Nursing Officers feel Amotivated when too much is expected of them.

Looking at the figures, redefining the Job descriptions of nurses as well as other cadres of staff may be done so that nurses even know that what is their job description.

CONCLUSION

- Regular rotations of the nurses in different departments.
- Support of managers and supervisors for better understanding of their duties and tasks.
- Appreciating the nurses on regular basis for their efforts to keep up the motivation.
- Redefining the job description of the nurses as well as other cadres of staff so that there is clarity of jobs.
- Clarification of set of tasks they need to perform daily by the top level managers.
- Orientation to be held on regular basis to improve communication skills, behavioural issues and to provide a soft skill tool in their hands.
- Proper checks and balances to be there for any misconduct.

REFERENCES

- Ployhart, R. E. (2008). The measurement and analysis of motivation. In R. Kanfer, G. Chen, & R. D. Pritchard (Eds.), *Work motivation: Past, present, and future* (pp. 17–61). New York: Taylor & Francis. Ployhart, R. E., Schneider, B., & Schmitt, N. (2006). *Staffing organizations: Contemporary practice and theory*. Mahwah, NJ: Erlbaum.
- Ambrose, M. L., & Kulik, C. T. (1999). Old friends, new faces: Motivation research in the 1990s. *Journal of Management*, 25, 231–292.

PARTICIPANT INFORMATION SHEET (PIS)

Name of Participant:

Principal Investigator: Mehak Aggarwal

TITLE: A STUDY ON MOTIVATING FACTORS AMONG NURSING STAFF IN POSTGRADUATE INSTITUTE OF MEDICAL EDUCATION AND RESEARCH, CHANDIGARH

You are invited to take part in this research study. The information in this document is meant to help you decide whether or not to take part in this study. Please feel free to ask if you have any queries or concerns.

There is no perceived foreseeable risk or discomfort to the participant.

This study will help to identify and assess the motivating factors and different levels of motivation amongst nursing officers working in PGIMER, which in turn will help the management and administration in providing better working conditions for its employees and identify the demotivating factors.

All the information pertaining to participant's identity will be kept confidential and will be used for the research purpose only. Participation in this study will not involve any injury or harm to the participant.

This study will not lead to any extra burden on the Participant in terms of monetary expenses.

Approximately a minimum of 84 nursing officers will be enrolled for this study.

Contact persons:

For further information / questions, you can contact us at the following address:

Investigator: MEHAK AGGARWAL.

Department of Hospital Administration, PGIMER, Chandigarh.

Email id: mhggrwl@gmail.com

Guide:-

Dr. Shweta Talati

Assistant Professor,

Department of Hospital Administration,

Postgraduate institute of Medical Education and Research (PGIMER)

Chandigarh.

In case of conflicts, you can contact the chairperson (convener) of our institutional ethics committee at the following address:

Dr.Nandita Kakkar.

Professor Department of Histopathology.

Convener/Chairperson, Institutional Ethics Committee

PGIMER, Chandigarh.

Informed Consent Form (ICF)

Study Title:

Study Number (if any):

Subject's Initials: _____

Subject's Name: _____

Date of Birth / Age: _____

Signature (or Thumb impression) of the Subject/Legally Acceptable Representative: _____

Date: ____/____/____

Signatory's Name: _____

Signature of the Investigator: _____

Date: ____/____/____

Study Investigator's Name: _____

	Participant's initial
1. I confirm that I have read and understood the information sheet dated ____ for the above study and have had the opportunity to ask questions.	
1. I understand that my participation in the study is voluntary and that I am free to withdraw at any time, without giving any reason, without my medical care or legal rights being affected.	
1. I understand that the Sponsor of the clinical trial, others working on the Sponsor's behalf, the Ethics Committee and the regulatory authorities 2. will not need my permission to look at my health records both in respect of 3. the current study and any further research that may be conducted in 4. relation to it, even if I withdraw from the trial. I agree to this access. 5. However, I understand that my identity will not be revealed in any 6. information released to third parties or published.	
1. I agree not to restrict the use of any data or results that arise from this study provided such a use is only for scientific purpose(s)	
1. I agree to take part in the above study	

QUESTIONNAIRE

Using the scale below, please indicate to what extent each of the following items corresponds to the reasons why you are presently involved in your work

Does not correspond at all		Corresponds moderately				Corresponds exactly	
1	2	3	4	5	6	7	
1. Because this is the type of work I chose to do to attain a certain lifestyle.							
2. For the income it provides me.							
3. I ask myself this question, I don't seem to be able to manage the important tasks related to this work.							
4. Because I derive much pleasure from learning new things.							
5. Because it has become a fundamental part of who I am.							
6. Because I want to succeed at this job, if not I would be very ashamed of myself.							
7. Because I chose this type of work to attain my career goals.							
8. For the satisfaction I experience from taking on interesting challenges							
9. Because it allows me to earn money.							
10. Because it is part of the way in which I have chosen to live my life.							
11. Because I want to be very good at this work, otherwise I would be very disappointed.							
12. I don't know why, we are provided with unrealistic working conditions.							
13. Because I want to be a "winner" in life.							
14. Because it is the type of work I have chosen to attain certain important objectives.							
15. For the satisfaction I experience when I am successful at doing difficult tasks.							
16. Because this type of work provides me with security.							
17. I don't know, too much is expected of us.							
18. Because this job is a part of my life.							

Note. Intrinsic motivation = 4,8,15; integrated regulation = 5,10,18; identified regulation = 1,7,14; introjected regulation = 6,11,13; external regulation = 2,9,16; amotivation = 3,12,17.

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Thank you!

