



Work motivation and related factors among nurses at Ninh Binh general Hospital in 2023

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ABSTRACT

Objectives: Describe the work motivation among nurses at Ninh Binh General Hospital in 2023 and related factors. **Research participants and methods:** Cross-sectional descriptive study conducted from July 2023 to December 2023 among 244 nurses. Nurses working at Ninh Binh General Hospital. The reference questionnaire for measuring nurses' work motivation from previous studies was recruited, and evaluated by experts. The data analysis was conducted by using SPSS 20. **Results:** The average score of nurses' work motivation was 3.83 points. The rate of nurses who were motivated to work was 75.4%, and the rate of nurses who were not motivated to work was 24.6%. Factors such as personal experience, salary, allowances, manager's support, manager's information feedback, timely management, and encouragement affected work motivation to nursing work, this relationship was statistically significant with $p < 0.05$. **Conclusion:** The work motivation of nurses at Ninh Binh General Hospital was at an average level and there were many factors related to the work motivation of nurses. Hospitals should consider taking measures to maintain and improve the work motivation of nurses.

Keywords: Work motivation, hospital, nurses

INTRODUCTION

According to WHO's 2020 State of Nursing Report, nurses make up more than half of the world's health workers providing vital services across the health system¹. The World Health Organization evaluates "services provided by nurses and midwives as one of the pillars of the health system". With the professional characteristics of regularly contacting and taking care of patients, the job characteristics require meticulousness, and repetition easily causes boredom. In addition to daytime work, there are also responsibilities. Being on duty at night, on weekends, and on holidays, the

hardship and pressure due to the overload of patients and lack of manpower. Domestic and foreign studies have shown that work motivation factors are very important to improve patient care outcomes and maintain the human resources of a healthcare facility^{2,3}.

Therefore, creating work motivation for medical staff, including nurses, plays an important role in increasing the efficiency of providing medical services to patients, while directly enhancing the reputation of patients. special hospitals in the context that hospitals have been and will be given full autonomy in terms of finance and personnel⁴.

Many studies in Vietnam show that the work motivation of medical staff is at an average level. Factors that affect the work motivation of health workers include good management, supervision and support from managers, good relationships with colleagues, on the one hand, unfair treatment, poor management, and disrespect on the other. Lack of empathy is a factor that reduces work motivation. Research results in two provinces, Bac Ninh and Lao Cai, show that the labor motivation of medical staff is affected by both financial and non-financial factors ⁵.

Ninh Binh Provincial General Hospital is the province's frontline hospital in the field of examination and treatment. With the specific treatment of elderly patients and a large number of patients, nurses, in addition to coordinating with doctors, also have many other independent tasks, so the workload is high, most services are Techniques performed for patients are all performed by nurses. Work motivation directly impacts the quality of each nurse's work. That's why we conducted the study "*The current state of work motivation of nurses at Ninh Binh General Hospital in 2023*". To describe the current status of work motivation and some factors related to the work motivation of nurses at Ninh Binh General Hospital.

RESEARCH PARTICIPANTS AND METHODS

Research participants

- *Selection criteria:* Nurse who has been working for more than 1 year at Ninh Binh Provincial General Hospital and is present during the study period and agrees to participate in the study.

- *Exclusion criteria:* The nurse was absent during the study period.

Research time and location: The

research period is from July 2023 to December 2023 at Ninh Binh Provincial General Hospital

Research design: Cross-sectional descriptive research method.

Sample size and sampling method: Select all nursing staff working at Ninh Binh General Hospital who met the sampling criteria. Finally, 244 nurses were selected.

Data collection measurements: The questionnaire of author Nguyen Hong Vu was used to collect data ⁶, the questionnaire has been researched at the National Children's Hospital.

The questionnaire uses a 5-level Likert scale (1 point - strongly disagree; 2 points - disagree; 3 points - Neutral; 4 points - Agree; 5 points - Strongly agree). Before using the questionnaire, the research team also asked for opinions from 5 experts in the field of Nursing management including: (Central hospital staff: 01; Provincial hospital staff: 01; University lecturer: 01; College lecturer: 01; Lecturer specializing in nursing management: 01). The results of consulting experts after synthesizing the CVI questionnaire reached 99% on questions in the questionnaire that were considered appropriate. In this study, when evaluating the questionnaire, Cronbach's Alpha was from 0.75 - 0.96.

The questionnaire has 11 areas and 56 items, of which 4 areas measure the work motivation of nurses and technicians with 20 items including Commitment to the organization (5 items); Nature of work (5 items); Benefits at work (5 items); Relationships at work (5 items); 7 measurement factors affecting the work motivation of nurses and technicians have 36 items: Salary and income (5 items); Direct

managers (8 items); Administration and management of the organization (6 items); Colleague relationships (6 items); Working conditions (3 items); Stability and security at work (3 items); Hospital regulations and policies (5 items).

The score of each area is calculated by the total score of the items in that area. An average score of 4 - 5 points is considered motivated. Below 4 points are considered unmotivated to work.

Data collection: Training on data investigation methods and methods for investigators who were social workers of the hospital before collecting data. The researcher went to each department to clearly

state the purpose of the research. Then the researcher distributed the questionnaire to each research participant and explained the questionnaire. The researcher fully checked the questionnaire before collecting it.

Data analysis: Quantitative data were analyzed using SPSS 22.0 software. The frequency statistics described nurses' work motivation. The Chi-Square test was used to determine factors affecting nurses' work motivation.

Ethical issues: The research was implemented after approval by the Ethics Committee at Nam Dinh University of Nursing and permission for data collection at the Ninh Binh General Hospital.

RESULTS

General information about research participants: The results showed that the age of nurses in the range of 30-39 accounted for the highest proportion of 56.6%. The proportion of female nurses accounted for 89.3%. The family group accounted for 87.7%. Most nurses' qualifications were university 51.2% and college 42.5%. Nurses with more than 10 years of working experience account for 45.5%, 81.6% of nurses do professional work, a small part of 9% do both management work, and the rest are part-time. The number of nurses with an income of over 10 million is 66.4%. Most nurses' monthly allowances are below 5 million, 64.3%. The nursing group contributes over 50% of the family's income, 80.7%. Most nurses do not do additional work outside the hospital, 93.9%. Nurses only take care of patients 72.1%. 63.1% of nurses said that normal overload can be balanced; 68% of nurses lack time for family but can still arrange it. 61.1% of nurses think that the assigned work is suitable for their expertise. 41.8% of nurses think that the work is assigned fairly, and 50.4% think that the work is assigned is normal.

Table 1. General assessment of nurses' work motivation (n = 244)

Content	Medium score	Degree standard deviation	Not motivated		Be motivated	
			n	%	n	%
Commitment to the organization	3.68	0.676	93	31.8	151	61.9
Nature of work	3.85	0.604	60	24.6	184	75.4
Benefits at work	3.64	0.643	102	41.8	142	58.2
Relationships at work	3.58	0.620	109	44.7	135	55.3
Motivation to work together	3.83	0.560	60	24.6	184	75.4

The overall assessment of nurses' work motivation has an average score of 3.83 points and a standard deviation of 0.56. The percentage of nurses who are motivated to work is 75.4%. In which the work relationship factor has the lowest average score of 3.58 points with a standard deviation of 0.62. The nature of work factor has the highest average score of 3.85 points with a standard deviation of 0.67.

Table 2. Personal factors (n = 244)

Contents		Not motivated		Be motivated		OR (95% CI)	P
		n	%	n	%		
Year old	< 30	14	23.3	25	13.6	1,748 (1,125-2,829)	0.14
	30 - 39	36	60	102	55.4		
	40 - 55	10	16.7	57	31		
Experience	< 5 years	14	23.3	25	13.6	1,550 1,043-2,302	0.03
	5 – 10 years	25	41.7	69	37.5		
	> 10 years	21	35	90	48.9		
Qualification	Post-graduate	3	5	7	3.8	1,253 0.777-2.022	0.355
	University bachelor	35	58.3	90	48.9		
	College bachelor	19	31.7	84	45.7		
	Intermediate level	3	1.2	3	1.2		
Monthly income	≤ 10 million	17	23.8	65	35.3	0.724 0.383-1.370	0.320
	> 10 million	60	60	119	64.7		

Describing the influence of personal factors on work motivation, the results show that general work motivation was related to experience (p = 0.03).

Table 3. Factors salaries, equipment and managers (n = 244)

Contents			Not motivated		Be motivated		OR (95% CI)	P
			n	%	n	%		
Salary and income	Opportunity to increase salary	No	47	78.3	35	35	3,729 (1,512-9,198)	0.004
		Yes	13	21.7	149	81		
	Specific allowance regime	No	52	86.7	56	30.4	3,350 (1,087-10,330)	0.035
		Yes	8	13.3	128	69.6		
Work equipment	Ensure adequate professional equipment	No	52	86.7	52	28.3	5,795 (1,979-16,973)	0.001
		Yes	8	13.3	132	71.7		
	Ensure labor safety equipment for employees	No	52	86.7	51	27.7	6,457 (2,444–7,059)	0.000
		Yes	8	13.3	133	72.3		

Contents				Not motivated		Be motivated		OR (95% CI)	P
				n	%	n	%		
Direct manager	Manager's concern for employees	No	51	85	30	16.3	5,194 (1,595-16,915)	0.006	
		Yes	9	15	154	83.7			
	Appreciate the manager	No	50	83.3	21	11.4	13,230 (3,823-45,791)	0.000	
		Yes	10	16.7	163	88.6			
	Manager's feedback to employees	No	50	83.3	21	11.4	(13,230) 3,823-45,791	0.000	
		Yes	10	16.7	163	88.6			
	Management provides timely encouragement when employees complete tasks	No	48	80	30	16.3	21,452 (3,166-145,355)	0.002	
		Yes	12	20	154	83.7			
	Management enthusiastically guides employees in their work	No	46	76.7	46	25	0.138 (0.020-0.936)	0.043	
		Yes	14	23.3	138	75			

The results show that nurses had higher work motivation with salary increase opportunities and specific allowances. The factor of working equipment was related to ensuring adequate professional equipment and ensuring labor safety. Manager factors included management's timely encouragement when employees complete tasks, and the manager's attention to employees. Managers' feedback to employees was directly related to nurses' work motivation. The relationship was statistically significant with $p < 0.05$.

DISCUSSION

General information about participants:

Most of the nurses in the hospital were female, accounting for 89.3%, which shows that the characteristics of nurses in the hospital were mainly female because the nursing profession is characterized by gentleness, meticulousness, and a bit of hope which should be suitable for women. Research data also shows that most nurses were very young, aged 30-39, accounting for 56.6%. Young human resources were always creative, dynamic, and progressive, which was a favorable condition for developing high-quality nursing human resource training for hospitals, improving the quality of patient care to meet customer satisfaction. patients, however, part of the limitation at this age is that management

skills as well as professional experience are limited, this is similar to research by author Nguyen Thi Thu Phuong at Dong Anh Hospital, Hanoi in 2019, 2016 ⁷. This also makes it difficult to allocate human resources because most nurses are female and of childbearing age. Women often take maternity leave and often have to take care of their families more than men.

Nurses with an income of over 10 million VND/month account for the majority of 66.4%, this also corresponds to working seniority. Most nurses have more than 10 years of working experience. The more seniority they have, the more opportunities they have to receive income incentives. In addition, those with longer seniority, will have more experience and take on more important positions such as head nurses

or management positions, and the average monthly income will be higher than those with less seniority in the profession.

Work motivation of nurses: The general working motivation of nurses at Ninh Binh General Hospital was at an average level (average motivation score was 3.83 points). 75.4% of nurses said they were motivated to work and 24.6% were not motivated to work. My research results are similar to those of author Tran Thi Ly (78.9% are motivated and 21.1% are not motivated, the average motivation score is 3.68 points) ⁸. Nguyen Viet Tuan (79.6% motivated; 20.4% unmotivated) ⁹. The similarity in the results of this study can be explained by the fact that these studies were all conducted at provincial hospitals, so there are also similarities in working conditions and economic conditions. The nursing profession is distinguished from other professions by its unique professional ethical obligations, which are to care for, treat, save people, and alleviate human pain caused by illness and medical interventions. To fulfill their professional obligations towards the social mandate, nurses must be both professionally competent and have professional ethics. Our research on the work motivation of nurses shows that the factors that motivate nurses to work have an impact on the work of nurses.

Related factors of work motivation among nurses

Personal factors: Research results show that the number of years of experience affects the work motivation of nurses, there is no relationship between work motivation and age, qualifications, and income. Previous research by Le Quang Tri in 2015 also showed that there is a relationship between work motivation and seniority of nurses ¹⁰.

This result is different from some previous research results such as the research results of author Huynh Pham Nguyet Chau studying at Cho Ray Hospital in 2017 ¹¹. Along with this issue, author Nguyen Viet Trieu's 2015 research also showed that there is a statistically significant relationship between work motivation and the average income of nurses ¹².

Studies by previous authors show that factors such as experience, age, and average income have a significant impact on the work motivation of nurses in determining impact factors to develop motivating factors. Motivation is necessary for hospitals. At Ninh Binh Provincial General Hospital, the factors of age, professional level, and income do not affect the work motivation of nurses, only the experience factor is related to work motivation. Each nurse of the hospital always strives and is always encouraged by colleagues to share and help each other arrange family work as well as professional and professional work appropriately. In addition, leaders of departments and hospitals always create the best conditions for nurses to improve their professional qualifications, develop capacity and accumulate experience as well as maintain stable economic income during the epidemic situation, therefore nurses can have a stable source of income to take care of their families and feel secure in their work.

Salaries, equipment, and managers: Salary and income factors are the top concerns of leaders and employees. Income here includes salary, duty pay, holiday bonuses, career allowances, and additional monthly income. For nurses in hospitals, this is one of the main motivations for workers to work and stick with their profession. Income helps nurses satisfy personal needs

and fulfill their roles in family and society. festival. However, salaries at the hospital are applied according to state regulations, and additional income and reward regimes are applied according to the hospital's internal spending regulations. Researching the salary and income factors of nurses, we found that 81% of nurses are motivated to work by having the opportunity to increase their salary, and 69.6% of nurses are motivated to work by having the opportunity to increase their salary. are paid special allowances and these two factors are also related to the work motivation of nurses at Ninh Binh General Hospital ($p < 0.05$). Thus, it can be seen that the opportunity to increase wages plays an important role in stimulating labor motivation. Specific allowances also play an important role in maintaining employee motivation, which can be a form of recognition for special contributions or for aspects of the job that are not otherwise covered in the basic salary. The relationship between salary increase opportunities, income, and work motivation. This indicates that when employees receive recognition and rewards for their contributions through salary and other income, they feel motivated and willing to work more effectively.

The factor of working equipment shows that 71.7% of nurses are motivated to work with enough equipment and facilities at the hospital to serve their work. 72.3% of nurses are motivated to work with safety equipment at work. Our results are higher than the results of author Nguyen Hong Vu 2017 (49.6%; 52.4%). In recent years, the hospital has invested in building infrastructure, purchasing equipment, and machinery, and completing examination and treatment areas as required by socialized capital to ensure that the physical conditions meet the needs of the hospital. Meet the

medical examination and treatment needs of the people.

The role of the direct manager is very important in creating and maintaining employee motivation, especially nurses in hospitals. 83.7% of nurses are motivated to work when the manager cares for their employees, 88.6% are motivated to work when they are appreciated by the manager and receive feedback from the supervisor. managers for employees, 83.7% and 75% of nurses are motivated to work with timely encouragement from managers when completing tasks and enthusiasm for guiding employees. In this study, manager factors that directly affect work motivation include the manager's concern for employees, This interest is considered an important factor for labor motivation. When employees feel attention and concern from their managers, they often feel appreciated and supported, thereby increasing their motivation; Manager's esteem, recognition, and appraisal help define the value of employees' work, helping them feel more confident and motivated in their daily work; Feedback plays an important role in providing guidance and development opportunities to employees. When receiving positive and constructive feedback from managers, employees feel encouraged and supported, thereby increasing their ability to work effectively., timely encouragement by management when employees complete tasks, enthusiastic management, and guidance of employees in their work are all related to nurses' work motivation. Guidance and support from the manager at work are also very important. When employees receive the right support and guidance from their managers, they can work more effectively and feel supported in their personal and professional development.

CONCLUSION

The overall assessment of nurses' work motivation has an average score of 3.83 points. The rate of nurses who are motivated to work is 75.4%, and the rate of nurses who are not motivated to work is 24.6%. In which the work relationship factor has the lowest average score of 3.58 points, and the job nature factor has the highest average score of 3.85 points, standard deviation of 0.67. Factors such as personal experience, salary increases, allowances, direct manager's attention, manager's information feedback, and timely encouragement by management are related to motivation. Working as a nurse at Ninh Binh General Hospital.

From the results of research on hospitals, it is necessary to strengthen the role of managers in supporting and motivating employees. This can be done through training and developing management skills, creating a positive working environment in the hospital. The hospital also reviews and improves policies related to personal experience, salary increases, and allowances to meet the needs and expectations of employees.

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