

A Study on Work Motivation and Job Satisfaction among Female Nurses of Ranchi Town in Jharkhand

Vandana Sahu Jaiswal*, Dr. Renu Dewan**

*Ph.D. Research Scholar, University Department of Psychology, Ranchi University, Ranchi

**Former Head and Associate Professor University Department of Psychology, Ranchi University, Ranchi.

DOI: 10.29322/IJSRP.12.09.2022.p12930

<http://dx.doi.org/10.29322/IJSRP.12.09.2022.p12930>

Paper Received Date: 7th August 2022

Paper Acceptance Date: 8th September 2022

Paper Publication Date: 15th September 2022

I. INTRODUCTION

1.1. he concept of work motivation

Work motivation is a set of energetic forces that originate both within as well as beyond an individual's being, to initiate work-related behavior, and to determine its form, direction, intensity, and duration. Understanding what motivates an organization's employees is central to the study of [I-O psychology](#). It is the force that drives an employee to perform well in their job. Work motivation is highly influenced by the external and internal socio-psychological environment of an individual in working place (Agarwal, 1988).

1.2. The concept of job satisfaction

Job satisfaction is a general attitude of employee towards their job. It is amount of pleasure contentment associated with job. When employees attitude towards his job is positive it results in job satisfaction and when it is negative it results in job dissatisfaction. Feldman & Arnold, (1983) defines job satisfactions the amount of overall positive effect or feelings that individuals have towards their job'. Thus, when the individual feels fair treatment, justice, and regard in the organization he feels satisfied with his full potential for the benefit of organization. job satisfaction is a positive attitude or emotional response towards one's job which results when the individual gets that what he wants from his job.

Review of literature

Khalatbari et al. (2018) conducted a study on job satisfaction, work motivation and burn-out. The results found that burn-out has positive correlation with job stress, work motivation and job satisfaction. Deshinger (2018) studied that job performance was affected by stress including productivity, job satisfaction / morale, absenteeism, decision making abilities, accuracy, creativity, attention to personal appearance, organizational skills, courtesy cooperation, initiative, reliability, alertness, perseverance and tiredness. Lili et al. (2017) investigated job stress and work motivation and their effects on job satisfaction among community health workers. The findings indicated considerable room for improvement in job satisfaction among community health workers in Heilongjiang Province in China. Healthcare managers and policy makers should take both work stress and motivation into consideration, as two sub-scales of work stress and one sub-scale of work motivation were negatively influenced by job satisfaction, and two sub-scales of work motivation were positively influenced by job satisfaction. This perception believes that stress is essentially a feeling that leads to dysfunctionality for an organization and its employees (Gupta & Beehr, 1979). Warren and Kaplan (2019) found that negative affect from job stress is indirectly related to an employee's performance. Golshan et. al., (2019) conducted a study to measure the effect of occupational stress on job satisfaction. They used 80 usable questionnaires which were gathered from academic employees in private institutions of higher learning in Kuching City, Malaysia. Result of this investigation shows that physiological stress level expanded job satisfaction, and psychological stress level had not diminished job satisfaction. The examination additionally shows that occupational stress goes about as a fractional determinant of job satisfaction in the stress models of the organizational area. Fida et. al., (2017) directed an exploration which analyzed the connection between job stress and job satisfaction among the employees of colleges in Lahore, Pakistan. Results revealed that employees profoundly happy with their jobs (13.5%) or who were exceptionally stressed on their jobs were not many (2.5%); the majority of the employees were anyway moderately fulfilled on every factor utilized in questionnaire to survey the level of job stress and job satisfaction.

II. OBJECTIVES

- ❖ To find out the impact of religion, marital status and age on work motivation.
- ❖ To find out the impact of religion, marital status and age on job satisfaction.

III. HYPOTHESES:

- ❖ There may be significant main and interaction effect of religion, marital status and age on work motivation.
- ❖ There may be significant main and interaction effect of religion, marital status and age on job satisfaction .

IV. SAMPLE:

The research consisted of 160 female nurses selected by using stratified random sampling technique. In total, there were 8 sample sub-groups based on 2x2x2 factorial design and for each sub-group, 20 cases were selected randomly. The stratification was based on two groups of religion (tribal Christian & non-Christian), marital status (married & un-married) and age (younger, 25-35 yrs. & older, 40-50 yrs).

The sample for the study was selected in two stages; in first stage, a Personal Data Questionnaire (PDQ) was applied on tribal Christian & non- Christian female nurses, working in different government hospitals located in Ranchi town such as RIMS (Ranchi Institute of Medical Sciences) and Sadar. After collection of personal information from the female nurses, the sample was divided into two broad groups of tribal Christian and non-Christian. Then each one was further sub-divided into two sub-groups of marital status (married & un-married) and age (younger, 25-35 yrs & older, 40-50 yrs.).

V. RESEARCH DESIGN:

**The research design is given below in table 1:
 Table 1.**

Groups	Tribal Christian		Non-Christian		Total
	Married	Un-Married	Married	Un-Married	
Younger (25-35 yrs.)	20	20	20	20	80
Older (40-50 yrs.)	20	20	20	20	80
Total	40	40	40	40	160

VI. TOOLS USED:

The following tools were used for data collection:

i. Personal Data Questionnaire (PDQ):

A Personal Data Questionnaire (PDQ) prepared by the researcher was applied on selected sample to obtain information about their name, age, position, marital status, religion, ethnicity, educational level, parental income, occupation and educational qualification, working period and registration date in nursing job etc.

ii. Work Motivation Questionnaire (WMQ):

Work Motivation Questionnaire (WMQ) developed by Agarwal (1990) was used to measure the work motivation level of the sample. It consists of 26 Likert type items with 5 alternatives. It is used to measure the work motivation of employees of any industry or organization. This questionnaire consists of 6 dimensions namely- dependence, organizational orientation, work group relations, psychological work incentives, material incentives and job situation.

All the items of Work Motivation Questionnaire are Likert type based on five point scale, since the items were Likert type, summated scoring is done by assigning 5 for most positive response and 1 for extreme negative response. So, in this way scores 5, 4, 3, 2, 1 were given to each item; alternative a, b, c, d, e can also be assigned respectively. Six factors were identified and these factors were found to measure what intended to measure. Six dimensions were- dependence, organizational orientation, work group relations, psychological work Incentives, material incentives, job situation. Internal consistency of the instrument was found out by Split half method. The reliability co-efficient by Spearman Brown formula was .994, which is significant at 0.01 level.

iii. Job Satisfaction Scale (JSS):

The Job Satisfaction Scale was developed by Singh and Sharma, (1986/2009 Revised). It was used to measure the level of job satisfaction of the nurses. This scale includes dimensions with a total of 30 items in which 24 were positive and remaining 6 were negative statements. The present scale is a test useful to find the Job satisfaction of any

category of employees. This scale was motivated from the works of Hoppock (1935) to Muthaya (1984) and framed on almost all known factors of job satisfaction such as work values and job rewards also. The levels of job satisfaction were measured in two types of areas: - Job intrinsic (factors lying in the job itself) & Job extrinsic (factors lying outside the job). Responses to these items are made on 5-point Likert Scale format from 4,3,2,1,0. For totaling of the scores, reverse scoring is done from 0,1,2,3,4 for item numbers for 4,13,20,21,27,28. It has lowest score of 47 or below which indicates extremely dissatisfied and the high score of 74 or above indicates extremely satisfied. Respondents have to give their responses on five-point scale from strongly agree to strongly disagree. The reliability of the scale with test-retest method was found to be 0.98 while the test is also found to have concurrent validity of 0.74 and Correlation Coefficient of 0.78. Cronbach alpha technique was used for assessing the reliability.

VII. ANALYSIS & RESULTS

The analysis and results were presented under the following sections: -

Section-A

Analysis of Variance (ANOVA) showing the main as well as interaction effects of religion, marital status and age on work motivation of female nurses:

Table 2.
Impact of religion, marital status and age on work motivation of female nurses

Sources of Variance	Sum of Squares	Degree of Freedom	Mean Square	F ratio	P
Main effects					
A. Religion	72.90	1	72.90	0.70	0.40NS
B. Marital Status	640.00	1	640.00	6.21	0.05*
C. Age	348.10	1	348.10	3.38	0.06N S
2-Way interaction					
AXB (Religion x Marital status)	6325.22	1	6325.22	61.36	0.00
AXC (Religion x Age)	7209.22	1	7209.22	69.94	0.00
BXC (Marital status x Age)	1177.22	1	1177.22	11.42	0.00
3 Way Interaction					
AXBXC	1040.40	1	1040.40	10.09	0.01
Corrected Model	16813.08	7	2401.86	23.30	0.00
Error	15666.70	152	103.07		
Total	1035152.00	160			
Corrected Total	32479.78	159			

* Significant at 0.05/NS: -Not Significant

Main Effects

The F-value of religion is 0.70, which is found not significant. Which indicates that Christian and non-Christian sample did not differ significantly on work motivation.

The F-value of marital status has been found 6.22, which is found statistically significant at 0.05 level. It indicates that married and un-married sample differed significantly on work motivation.

The F-value of age is 3.03, which is statistically in-significant. So age had no effect on work motivation of the sample.

Interaction Effects:

The F-value for the religion and marital status (AXB) is found 0.31, which was not statistically significant. So, religion and marital status did not effect on work motivation of the sample.

The F-Value for religion and age (AXC) is found 0.13, which is not found statistically significant on work motivation of the sample

The F-Value for marital status and age (BXC) was 2.70, which is statistically in-significant. Thus, marital status and age had no effect on work motivation.

The F- Value of religion, marital status and age (AXBXC) was found 10.09, which is found statistically significant at 0.01 level. It indicates that religion, marital status and age had joint effect on work motivation of the sample of nurses.

Conclusions:

The following conclusions were drawn from the above discussion:

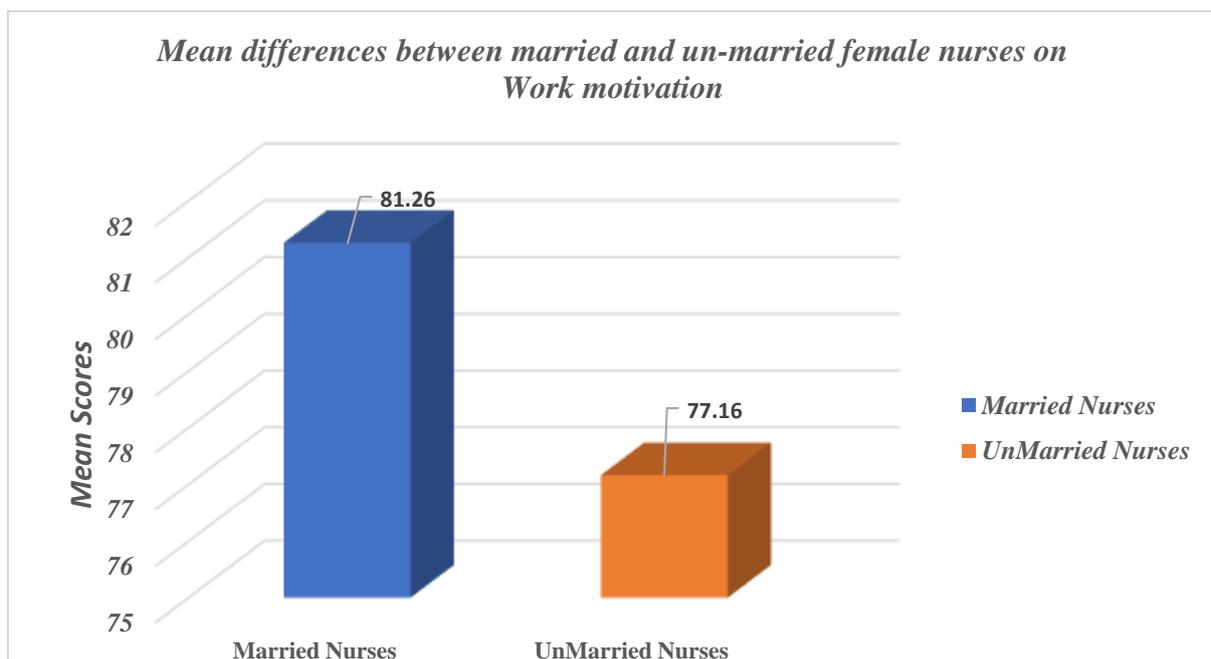
- Religion and age did not produce significant main effect on work motivation where as marital status produced significant main effect on work motivation.
- Religion & Marital Status, Religion & Age and Marital Status & Age did not produce significant joint effect on work motivation.
- Religion, marital status and age produced it's significant three-way interaction effect on work motivation.

Table 3. Comparison between married and un-married sample groups on work motivation:

Group	N	Mean	SD	Mean diff.	df	t Value	P
Married	80	81.26	14.65	4.10	158	1.98	P<.05
Un-married	80	77.16	13.72				

Figure – 1

Graph represents the mean scores of married and un-married sample on work motivation



It was evident from table number 3 and figure - 1 that the mean scores of married nurses exhibited 81.56 and un-married nurses exhibited 77.01. The difference between the mean scores of both groups on work motivation was 4.10. SD of married & un-married nurses on work motivation was 14.65 and 13.72 respectively. The obtained t- ratio for both groups was 1.98, which is statistically significant at 0.05 levels. Hence, the hypothesis “There may be significant difference between married and un-married female sample on work motivation” has been accepted. Result reveals that married female sample had more work motivation than un-married same sample.

Conclusion: Married female nurses had more work motivation than un-married female nurses.

Section-B:

Analysis of Variance (ANOVA) showing the impact of religion, marital status and age on job satisfaction of female sample:

Table – 4.
Impact of religion, marital status and age on job satisfaction of female nurses sample:

Sources of Variance	Sum of Squares	Degree of Freedom	Mean Square	F ratio	p
Main effects					
A. Religion	589.44	1	589.44	8.50	0.01**
B. Marital Status	350.76	1	350.76	5.05	0.05*
C. Age	2.78	1	2.78	0.04	0.84NS
2-Way interaction					
AXB	21.68	1	21.68	0.31	0.57
AXC	9.56	1	9.56	0.13	0.71
BXC	186.84	1	186.84	2.70	0.10
3 Way Interaction					
AXBXC	472.31	1	472.31	6.81	0.01
Corrected Model	1633.38	7	233.34	3.36	0.00
Error	10540.14	152	69.34		
Total		160			
Corrected Total	12173.51	159			

**Significant at 0.01/* Significant at 0.05/NS: -Not Significant

Main Effects:

Above Table- 4 shows that obtained F-value for religion was 8.50, which was found statistically significant at 0.01 level, it indicates that religion produced significant main effect on job satisfaction.

The F-value for marital status was found 5.05, which is statistically significant at 0.01 level. It indicates that marital status produces its significant main effect on job satisfaction.

The obtained F-value for age was 0.04, which is found statistically not significant, it indicates that age did not produce significant main effect on job satisfaction.

Interaction Effect:

The F value of Religion & Marital Status (A x B) for interaction effect was found 0.31, which is found statistically insignificant. It indicates that religion & marital status did not produce significant joint effect on job satisfaction.

The F value of Religion & Age (AxC) for interaction effect was 0.13 which was statistically insignificant. So, we can say that religion & age did not produce its significant joint effect on job satisfaction.

The F value of Marital Status & Age (BxC) was 2.70, which was found statistically in-significant. It indicates that marital status and age did not produce significant joint effect on job satisfaction.

The F- Value for three-way interaction effect of religion, marital status and age (AXBXC) was found 6.81, which is found statistically significant at 0.01 level. It indicates that religion, marital status and age produced its significant three-way joint interaction effect on job satisfaction.

Conclusion:

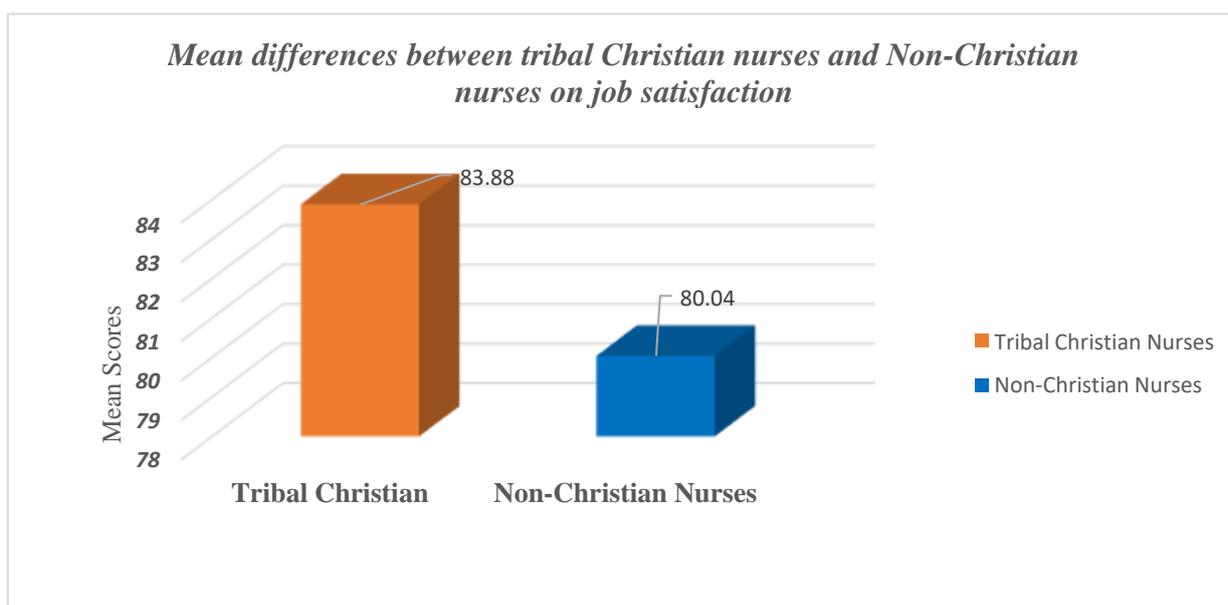
The Following conclusions were drawn from the above discussion: -

- Religion and Marital status produced its significant main effect on job satisfaction whereas, Age didn't produce its significant main effect on job satisfaction.
- Religion and marital, marital status and Age & religion and age didn't produce its significant joint effect on job satisfaction.
- Religion, marital status and age produced it's significant three-way interaction effect on job satisfaction.

Table -5. Comparison between Tribal Christian & Non-Christian female nurses on Job Satisfaction:

Group	N	Mean	SD	Mean difference	df	t Value	P
Tribal Christian Nurses	80	83.88	9.01	3.84	158	2.83	0.01**
Non-Christian Nurses	80	80.04	8.08				

Figure – 2.
 Graph showing mean differences between tribal Christian and non-Christian nurses on job satisfaction.



It was evident from table 5 and figure 2 that the mean scores of tribal Christian nurses was found 83.88 and that of non-Christian nurses was 80.04. The difference between the mean scores of both groups on job satisfaction was 3.84. SD of tribal Christian & non-Christian nurses on job satisfaction was 9.01 and 8.08 respectively. The obtained t- ratio for both groups was 2.83, which was statistically significant at 0.01 level. Hence the hypothesis “There may be significant differences between tribal Christian & non-Christian nurses on job satisfaction” was accepted. It reveals that tribal Christian had more job satisfaction than non-Christian nurses.

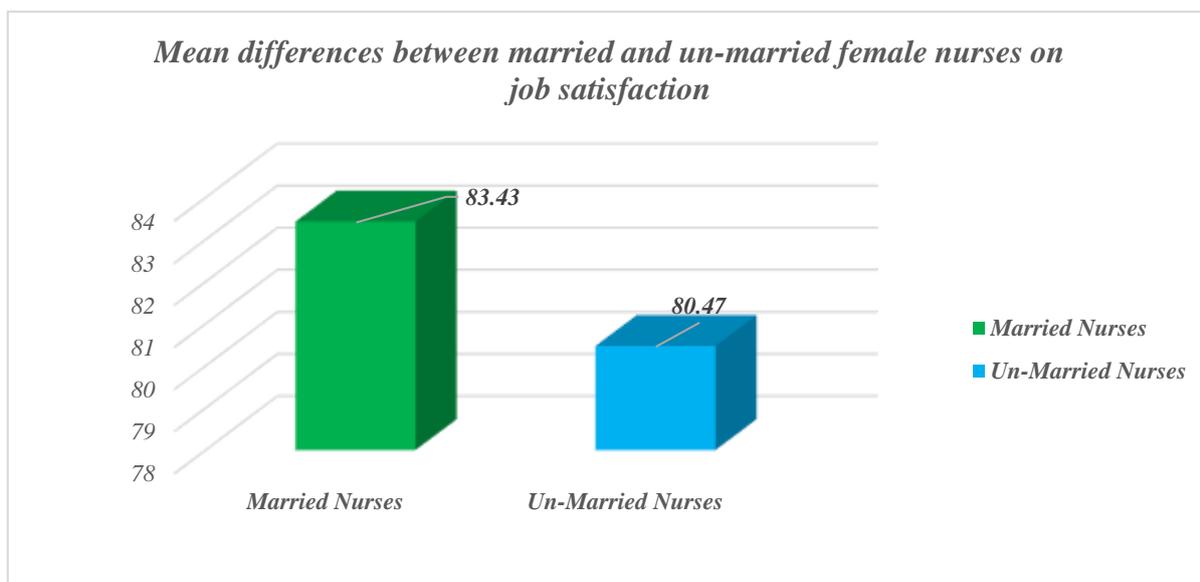
Conclusion: Tribal Christian nurses sample had more job satisfaction than non-Christian sample.

Table – 6.
Comparison between mean scores of married and un-married female nurses on job satisfaction.

Group	N	Mean	SD	Mean diff.	df	t Value	P
Married Nurses	80	83.43	8.38	2.96	158	2.16	0.05*
Un-married Nurses	80	80.47	8.90				

Figure – 3.

Graph showing mean difference between married and un-married female nurses on Job Satisfaction:



It was evident from above table - 6 and figure - 3 that the mean scores of married nurses exhibited 83.43 and un-married nurses exhibited 80.47. The difference between the mean scores of both groups on job satisfaction was 2.96. SD of married & un-married nurses on job satisfaction was 8.38 and 8.90 respectively. The obtained t- ratio for both groups was 2.16, which was found statistically significant at 0.05 levels. Hence the hypothesis “there may be significant differences between married and un-married female nurses on job satisfaction” was accepted.

Conclusion: Married female nurses had more job satisfaction than un-married female nurses.

REFERENCES

- [1] Aggarwal, K. G. (1988). Work Motivation Questioner. Agra: National Psychological Corporation.
- [2] Baljoon, R., Banjar, H., & Banakhar, M. (2018). Nurses' work motivation and the factors affecting it: A scoping review. *International Journal of Nursing and Clinical Practices*, 5(1), 277. doi:10.15344/2394-4978/2018/277.
- [3] Barsky, A., Thoresen, C.J., Warren, C.R., Kaplan, S.A. (2019). Modeling negative affectivity and job stress: a contingency-based approach. *Journal of organizational behavior*, 25, 915-936.
- [4] Beehr, T. A. (2019). Interventions in occupational health psychology. *Journal of Occupational Health Psychology*, 24(1), 1–3. doi:10.1037/ocp0000140, PubMed: 30714810.
- [5] Deshinger (2018). Effects of Job Stress on Employees Job Performance: A Study on Banking Sector of Pakistan, *IOSR Journal of Business and Management*, 11(6), 61-68.
- [6] Fida, S., Nasi, S., Mansoor, M., & Ahmad, Z. (2017). The impact of job stress on employee job satisfaction, a study on tele-communication Sector of Pakistan. *Journal of Business Studies Quarterly*, 2(3), 50–56 ISSN 2152-1034.
- [7] Golshan, N. M., Kaswuri, A. H., Aghashahi, B., Amin, M., & Wan Ismail, W. K. (2019). Effects of motivational factors on job satisfaction: An empirical study on Malaysian gen-Y administrative and diplomatic officers. 3rd International Conference on Advanced Management Science (IPEDR vol.19). Singapore: IACSIT Press.
- [8] Gupta, N., Beehr, T.A. (1979). Job stress and employee behavior. *Organizational behavior and human performance*, 23, 373-387.
- [9] Khalatbari, J., Ghorbanshiroudi, S., & Firouzbaksh, M. (2018). Correlation of job stress, job satisfaction, job motivation and burnout and feeling stress. *Procedia - Social and Behavioral Sciences*, 84, 860–863, ISSN 1877-0428. <https://doi.org/10.1016/j.sbspro.2018.06.662>.
- [10] Lacarte, V., & Hayes, J. (2018). Women's median earnings as a percent of men's, 1985–2018 (full-time, year-round workers) with projections for pay equity, by race/ethnicity. Washington, DC: Institute for Women's Policy Research.
- [11] Li, L., Hu, H., Zhou, H., He, C., Fan, L., Liu, X., Zhang, Z., Li, H., & Tao Sun. (2017). Work stress, work motivation and their effects on job satisfaction in community health workers: A cross-sectional survey in China, *BMJ Open*, 4(6), 1–9. <https://doi.org/10.1136/bmjopen-2014-004897>
- [12] Nahar, L., Hossain, A., & Bairagi, A. R. (2013). The relationship Of Job Satisfaction, Job Stress, Mental Health of Government and Non-Government Employees of Bangladesh. *Scientific Research*, 04(6), 520–525.
- [13] Namrata, M., Mahadeo, S., & Apeksha, G. (2014). Job satisfaction among nurses working at selected tertiary care hospitals. *International Journal of Scientific and Engineering Research*, 3(6). ISSN 2319-7064.
- [14] National Institute for Occupational Safety and Health. (1999). Stress at work. U.S. National Institute for Occupational Safety and Health, DHHS (NIOSH) Publication Number 99–
- [15] 101. Retrieved from <http://www.cdc.gov/niosh>.
- [16] National Institute for Occupational Safety and Health. (2001). *NIOSH worker health*
- [17] Chartbook. National Institute for Occupational Safety and Health, pub. No. 2004-146.
- [18] Nizami, A., Rafique, I., Aslma, F., Minha, F. A., & Najam, N. (2006). Occupational stress and job satisfaction among nurses at tertiary care hospital. *JPSS [Internet]. January–June* (Cited 2012 Nov. 19). Retrieved from <http://www.isprd.com>, 2006 p. 3(1).
- [19] Rachhpaul, S. (2018). a comparative study on job satisfaction among staff nurses working in private and government hospitals. *International Journal of Advanced Research and Development*, 3(2), 782–784.
- [20] Saleem, R., Mahmood, A., & Mahmood, A. (2010). Effect of work motivation on jobsatisfaction in mobile telecommunication service organizations of Pakistan. *International Journal of Business and Management*, 5(11). doi:10.5539/ijbm.v5n11p213, PubMed: 213222.
- [21] Singh, A., & Sharma, T. R. (1999). Manual for job satisfaction scale. National Psychological Corporation.
- [22] Singh, A., & Sharma, T. R. (2007). Manual of the Job Satisfaction Scale (JSS). National Psychological Corporation, kacheri Ghat Agara, India.
- [23] Toode, K., Routasalo, P., Helminen, M., & Suominen, T. (2015). Hospital nurses' working conditions in relation to motivation and patient safety. *Nursing Management*, 21(10), 31–41. doi:10.7748/nm.21.10.31.e1293.
- [24] Warr, P. (2013). Jobs and job-holders: Two sources of happiness and unhappiness. In S. A. David, I. Boniwell & A. C. Ayers, *The Oxford handbook of happiness* (pp. 733–750). Oxford: Oxford University Press.
- [25] Zeitz, G. (1990). Age and work satisfaction in government agency: A situational perspective. *Human Relations*, 43(5), 419–438. doi:10.1177/001872679004300502

AUTHORS

First Author – Vandana Sahu Jaiswal, Ph.D. Research Scholar, University Department of Psychology, Ranchi University, Ranchi
Second Author – Dr. Renu Dewan, Former Head and Associate Professor University Department of Psychology, Ranchi University, Ranchi. email: modernity 2010@gmail.com

