

Factors Related to the Motivation of Healthcare Workers in Public Health Centers

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Abstract: Motivation plays a critical role in the performance, job satisfaction, and overall well-being of health workers. Understanding the factors that influence their motivation is essential for creating a supportive work environment and enhancing the quality of care provided. This is a cross sectional study consisted of 30 health profesionalis who work at public health center of Kendari, Southeast Sulawesi in 2019. The results showed that all respondents were female and mostly aged 31-41 years (63.3%). Bivariat analysis showed that there was a significant relationship between high education and recent length of service towards high motivation of health workers with the p value of 0.029 and 0.024, respectovely. After multivariat analysis, the OR (95% confidence interval) of these variables were 8.94 (1.11:71.89) and 9.38 (1.29:68.23), respectively. To conclude, eduction and length of service may contribute to the motivation of health professionals. Implementing strategies that promote continuing education opportunities, professional development programs, and career advancement prospects can contribute to enhancing the motivation levels of healthcare professionals.

Keywords: Motivation, healthworkers, public health center

1. Introduction

Motivation refers to the internal or external factors that drive individuals to initiate, sustain, and direct their behaviors towards achieving certain goals or outcomes. It encompasses the psychological, emotional, and cognitive processes that influence an individual's level of engagement, effort, and persistence in pursuing desired outcomes. Motivation plays a pivotal role in the performance, job satisfaction, and overall well-being of health workers (Tjin A Tsoi et al., 2018; Van Der Burgt et al., 2020). The motivation of health workers is of utmost importance as it directly affects the quality of care provided to patients and the overall functioning of healthcare organizations (Albenhasnan et al., 2024).

The theory of motivation is based on the self-determination teory (SDT). This theory does not only measure motivation in quantity but also in terms of quality and divides motivation into two types, namely automatic motivation and controlled motivation (Ryan & Deci, 2020). SDTs have been applied effectively to measure what factors make a person motivated. However, research on motivation and its causal factors is still limited, especially among health care workers at public health centre (Van Der Burgt et al., 2020).

Previous research found that the factors that influence the motivation of workers in health services are patient care, collaboration with colleagues, the work environment, technical issues, and administrative tasks, workload and financial benefits (Chiamanji et al., 2024; O et al., 2022). Not only factors related to the workplace but also demographic factors such as age, gender, and education. Previous studies have found that there is a relationship between age and education and the motivation of health workers (Jigssa et al., 2018).

Demographic factors can interact with individual experiences, societal expectations, and cultural norms to shape the motivation levels and job satisfaction of health workers. Understanding the relationship between these demographic factors and motivation is essential for effectively managing and supporting healthcare professionals in their roles.

2. Methods

This is a cross sectional study using sample from 15 public health center of Kendari region. The study population consisted of 30 healthcare workers who were selected randomly from Februari to March 2021. The dependent factor in this study was motivation which was measured using standardized questionnaire and divided into 3 categories namely high, moderate and low. The independent variables were age, sex, education, and length of service. Length of service was divided into 2 categories namely recent (<3 years) or long (≥ 3 years). Respondents's characteristics were reported in median (min-max) and proportion where appropriate. To examine relationship between each independent and dependent variable, independent sample t test or Mann Whitney U test, chi square or fisher exact test were used where appropriate. All significant variables were analyzed further using logistic regression model where Odd Ratio (95 confidence interval) were reported. All analysis were performed using statistical package R. 3.4.5.

3. Results and Discussion

Table 1. Characteristics of respondents

Variables	Total (n=30)
Age (year), median (min-max)	39 (28-59)
Age categorized (year), n(%)	
20-30	6 (20.0)
31-40	13 (43.3)
41-50	8 (26.7)
>50	3 (10.0)
Sex, n(%)	
Male	0
Female	100 (100)
Education,	
Master, subspecialis or higher degree	19 (63.3)
Diploma or Bachelor deegree	7 (36.7)
Professions	
Physician	10 (33.3)
Midwife	10 (33.3)
Nurse	8 (26.7)

Others	2 (6.7)
Motivation categorized	
High	16 (53.3)
Moderate	14 (46.7)
Length of service	
Recent	13 (43.3)
Long	17 (56.7)

Table 1 shows the characteristics of respondents based on age, gender, last education, profession, length of service, and motivation. All respondents were women, with the majority aged 31–41 years, with a median age of 39 years, where the lowest age was 28 years and the highest was 59 years. 19 respondents (63.3%) had higher education and were dominated by doctors and midwives, with 10 respondents each (33.3%). 17 respondents (56.7%) have a long working tenure. Based on motivation, none of the participants had low motivation and 16 respondents have high motivation (53.3%).

Table 2. Bivariat analysis factors related to motivation of healthcare workers

Variables	Motivation		P value
	High	moderate	
Age categorized, n (%)			0.694
20-30	2 (12.5)	4 (28.6)	
31-40	7 (43.8)	6 (42.9)	
41-50	5 (31.3)	3 (21.4)	
>50	2 (12.5)	1 (7.1)	
Age, median (min-max)	40 (28-59)	37 (28-55)	0.334
Education, n(%)			0.029
High	13 (81.3)	6 (42.9)	
Moderate	3 (18.8)	3 (57.1)	
Length of service, n(%)			0.024
Recent	10 (62.5)	3 (21.4)	
Long	6 (37.5)	11 (78.6)	

The results of the bivariate analysis test show that education and years of service are related to worker motivation, and most of the respondents who have high motivation are respondents with high education and years of service, as shown in Table 2. The results of the multivariate analysis shown in Table 3 show that education and the respondent's tenure are significantly related to worker motivation, with OR (95% CI) values of 8.94 (1.11:71.89) and 9.38 (1.29:68.23)

The results of this study are in line with research conducted by Jigssa et al. on the factors that influence the motivation of volunteer community health workers, where education and tenure of less than 2 years are related to worker motivation (Ajisegiri et al., 2022; Jigssa et al., 2018). On the other hand, a study reported that work experience was not related to motivation in health care workers (Crafford et al., 2021). This could be due to the fact that in thw study, the categories of work duration were different from this study. In this study, no significant relationship found between age and the motivation of health care workers was also reported (Crafford et al., 2021).

Education is widely recognized as a fundamental factor in determining a healthcare professional's competency and expertise (Management Association, 2019). Higher education levels often correlate with a deeper understanding of medical knowledge, advanced clinical skills, and a broader perspective on patient care. Healthcare workers who have pursued higher education, such as obtaining advanced degrees or specialized certifications, may experience a greater sense of confidence and competence in their roles (Hallsten et al., 2012). This increased self-assurance can contribute to higher motivation levels as they feel more capable of providing quality care and making a positive impact on patients' lives.

Another crucial factor in understanding healthcare worker motivation is the length of their service in the profession. As healthcare professionals gain experience and tenure in their respective roles, they may develop a deeper understanding of the challenges and rewards associated with their work. They become more familiar with the intricacies of the healthcare system, patient needs, and the dynamics of teamwork within the healthcare setting (Elugwu et al., 2023). This accumulated experience can enhance their problem-solving abilities, decision-making skills, and overall job performance, which in turn can positively impact their motivation levels. Healthcare workers with longer lengths of service may also have established strong professional networks and mentorship relationships within their workplace (Rohatinsky et al., 2020). These connections can provide emotional support, guidance, and a sense of belonging, leading to increased job satisfaction and motivation. Additionally, experienced healthcare workers often serve as role models for their colleagues, inspiring others through their dedication, expertise, and commitment to providing quality care (McSherry & Pearce, 2016).

Table 3. Multivariat analysis

Variables	Adjusted OR (95% CI)	P value
Age, median (min:max)	10.91 (0.80:1.03)	0.167
Education, n(%)		
High	8.94 (1.11:71.89)	0.039
Moderate	Reference	
Length of service, n (%)		
Recent	9.38 (1.29:68.23)	0.027
Long	Reference	

While both high education and recent length of service have potential links to motivation in healthcare workers, it is important to note that motivation is a complex construct influenced by multiple factors. Other variables, such as organizational culture, leadership styles, workload, and the availability of professional development opportunities, can also significantly impact motivation levels in healthcare settings (Musinguzi et al., 2018). Future research can explore the specific mechanisms through which high education and recent length of service affect healthcare worker motivation. Longitudinal studies and surveys assessing motivation levels at different stages of healthcare professionals' careers could provide valuable insights. Additionally, investigating the role of workplace factors and individual characteristics in moderating the relationship between education, length of service, and motivation would further enhance our understanding.

Conclusions

In conclusion, there is a plausible relationship between high education, recent length of service, and high motivation in healthcare workers. Healthcare professionals with higher education levels may experience increased confidence, competence, and career advancement opportunities, contributing to their motivation. Similarly, healthcare workers with longer lengths of service may benefit from their accumulated experience, professional networks, and mentorship relationships, leading to enhanced motivation. However, it is crucial to consider the multifaceted nature of motivation and explore additional factors that influence healthcare worker motivation to gain a comprehensive understanding of this important issue.

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Conflicts of Interest

“The authors declare no conflict of interest.”

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