

A review of Impact of Intrinsic and Extrinsic Rewards Female Field worker's Job Satisfaction in Health Sector

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Abstract

The degree of enthusiasm that registered nurses bring to their jobs is a significant factor in the quality of care that these professionals give. There are two different kinds of personal resources that may play a variety of roles in the job demands and resources, and those are intrinsic and extrinsic motivation to work. The purpose of this research is to conduct a review study on the influence that awards have on the level of job satisfaction experienced by women working in the health industry. It is possible to draw the conclusion that female nurses and other health professionals will do their jobs considerably more effectively if they are given rewards and recognitions for their work and if they feel confident about the roles they play.

Keywords: work engagement, work motivation, intrinsic motivation, extrinsic motivation, nurse, long-term care facilities

Introduction

Work motivation is a significant indicator of how healthcare workers react to new difficulties and expectations in the workplace. As a process, motivation is characterized by a gradual build-up of excitement and drive toward a goal. It prompts actions that lead to the desired outcomes. The definition of motivation is "the force inside a person that influences or directs behavior," which is a complicated and varied concept. The term "motivation" refers to both the external condition that inspires a certain activity and the internal reactions that disclose that behavior.

Worker motivation is defined as the impetus for action that directs efforts toward the achievement of organizational objectives. An employee's level of motivation is the product of their interactions with their work environment (a transactional process) and with the social backdrop (an external factor).

Intrinsic motivation comes from inside while extrinsic motivation is given by outside sources. For employees to be productive, they need a source of motivation beyond monetary incentives. As a result, it encourages people to participate in fun pursuits. Intrinsically driven people are able to establish their own habits and draw their own motivation to carry out their obligations without any external rewards or punishments. Therefore, IM is not dependent on external validation or outcomes but rather originates from the doer's genuine enjoyment of the work or from their own self-interest. Operationally, intrinsic motivation (IM) among nurses in the healthcare environment is taking joy in one's own job rather than seeking payoff from others. The term "extrinsic motivation" (EM) refers to an outside source that encourages people to strive toward their own goals and the goals of their employer. In addition, it encourages people to fulfil their obligations via the use of threats, instructions, and the promise of future benefits. Awards, bonuses, salary increases, and other monetary and non-financial compensation are all examples of extrinsic incentives. Workplace quality may also be elevated by the presence of friendly co-workers, high-calibre facilities and equipment, and competent management. In the healthcare industry, EM motivates nurses to succeed professionally by offering them tangible rewards like promotions, pay raises, bonuses, and other perks.

Today's thriving healthcare facilities owe their success to the tireless efforts of its staff, notably the nurses and doctors who staff them. Employees get compensation based on their duties and the company's success. The completion of a work based on objective criteria such as precision, thoroughness, timeliness, and cost. When a party performs its obligations under a contract, they are meant to be "released from all liabilities under the contract." (Dictionary. Worker performance is at a high level when their efforts directly contribute to the achievement of the company's stated objectives. Daily life, dying circumstances, longer working hours across shifts, job load, insufficient knowledge and information division with younger nurses, competitiveness, and nurse-physician friction all contribute to performance. It's common knowledge that healthcare facilities can't sustain their good reputation without high staff performance in order to keep up with the rising needs of their patients and provide them with high-quality treatment. The success of a nursing unit is contingent on the nurses' level of

education and experience. Employees are employed at various companies with the expectation that they would perform according to their level of education and experience. Each company has its own system of bonuses and other awards for workers.

Nurses' enthusiasm for their work has a significant impact on how well they care for their patients. People living together in harmony. Social variables, bad working circumstances, and organizational problems all have direct bearing on nurse's job satisfaction, which in turn affects their productivity in areas like absenteeism, turnover, and stress.

Job satisfaction refers to how a person feels about the work they do. Job satisfaction may also refer to a person's shifting emotional response to their work. Hafeez et al. argue that human resources serve as a company's "engine" to improve service delivery, and that job satisfaction plays a key part in the efficiency and productivity of any given firm. It's a universal truth that people are at their most productive when they feel appreciated at work and rewarded for their efforts. Improvements in performance have a direct impact on healthcare facilities' ability to provide quality service to patients and the competitiveness of the industry as a whole. Low work satisfaction, on the other hand, might have negative effects on one's productivity. Nurses should be highly qualified, experienced, and skilled since the nursing profession requires a great deal of patience, a high mental level, and the ability to do physically demanding tasks. There are several theoretical frameworks that have been used to the study of job satisfaction. It is the belief of these ideas that a person will be happy in their job if they set goals that must be accomplished or ideals that must be realized. Studies have attempted to:

- I determine the various constituents that contribute to job satisfaction;
- evaluate the relative importance of each ingredient to job satisfaction; and
- Investigate the effect that these constituents have on the output of the workforce.

The fact that nurses like their work increases their likelihood of being prompt, regular, exhibiting positive behaviors, and having a positive attitude, all of which contribute to an increase in total productivity, as well as competitiveness in the market and quality of care for patients. The levels of motivation shown by nurses working in a variety of healthcare settings were analyzed for potential inclusion in the incline criteria. This research investigated the relationship between the levels of work motivation that nurses have and their levels of productivity, devotion, and longevity in their professions. Research that focused on work motivation in non-healthcare situations as well as research that focused on work motivation in

the healthcare industry were both considered to be studies that did not meet the criteria for inclusion in this study because of their respective focuses. The review goals were split into two distinct areas so that the search procedure could be carried out more quickly and accurately. The following search keywords were determined to be conclusive by the study:

- 1. Nurses' work motivation:** job motivation, intrinsic motivation, extrinsic motivation, nursing, nurses, self-determination theory, and intrinsic vs. extrinsic motivation in nursing.
- 2. Factors affecting nurses' work motivation:** motivation variables, motivation questionnaire, motivational factors. In order to illustrate how these terms were used, the search was initiated with each keyword, and it was then developed further by grouping and combining terms together by using Boolean operators to broaden or narrow the combined key words or phrases by using AND/ OR across all databases. This will demonstrate how these terms were used.

Review of literature

(Dill, Erickson, and Diefendorff 2016) studied "Motivation in caring labor: Implications for the well-being and employment outcomes of nurses discovered this and Even in formal, institutionalized care environments, nurses and other caregivers place a high value on prosocial types of motivation, or working because you want to assist others. As long as altruistic motives are seen as the correct ones, it is assumed that they will lead to the greatest results for nurses and patients alike. In contrast to the prosocial care paradigm, extrinsic incentives for pursuing care work may indicate unsatisfactory results, although little research has studied heterogeneity in care workers' motivations for their occupations. Nurse job burnout, unpleasant physical symptoms, and nurse turnover intentions may be linked to nurses' motivations for becoming a nurse. In this research, 730 acute care hospital nurses in the Midwestern United States were surveyed about their motivations for working as nurses. When it comes to their health and work satisfaction, nurses who are motivated by more than just a desire to help others seem to be better off than those who are motivated just by the want to help others.

(Konstantinou and Prezerakos 2018) studied Christina Konstantinou, Panagiotis Prezerakos. Relationship Between Nurse Managers' Leadership Styles and Staff Nurses' Job Satisfaction in a Greek NHS Hospital nursing supervisors' work satisfaction was shown to be significantly

influenced by their leadership style. The purpose of this research was to find out whether a hospital's nurse managers' leadership style influenced their employees' feelings of work satisfaction. Both the Multifactor Leadership Questionnaire (MLQ Form) for distinguishing nurse managers' leadership style, and the Minnesota Satisfaction Questionnaire (MSQ) were given to the Hospital's nursing staff to assess the dependent variable of the nurses' job satisfaction. From December 2013 to March 2014, data was gathered. SPSS version 19.0 was used to input and evaluate the data. We used a p-value threshold of 0.05 to indicate statistical significance. According to our findings, nurses prefer the transformational leadership style over the transactional leadership style since the mean scores of the subscales of both styles were somewhat higher. Satisfaction ratings based on intrinsic and extrinsic variables were both moderate, but total satisfaction was low. There should be more research done in Greece's healthcare industry to find out how different leadership styles are perceived and their consequences.

(Muhammad and Jamilha 2010) studied Level of job satisfaction and intend to leave among Malaysian nurses discovered and Malaysian nurses' work satisfaction and desire to quit are examined in this research. The study's goals were to find out how happy employees felt about their jobs and whether or not they planned to quit. An instrument with six dimensions of work satisfaction and intention to quit was designed based on literature studies to determine the amount of contentment with one's employment and one's desire to leave. Data from 153 nurses from a Perlis public hospital was utilized for this project. According to the findings of this study, nurses were moderately satisfied with their jobs in all six aspects of job satisfaction, i.e. satisfaction with supervisors, job variety, closure, compensation, coworkers, and HRM/management policies, and as a result, they have a lower perceived intention to leave the hospital and their job. There are recommendations and ideas based on the results for health managers and public health policy makers.

(Holmberg, Caro, and Sobis 2018) studied Job satisfaction among Swedish mental health nursing personnel: Revisiting the two-factor theory discovered that there is a significant lack of nurses in Swedish mental health care facilities. According to researchers, the lack of qualified workers is linked to a lack of job satisfaction. Herzberg's two-factor theory is commonly used in studies of job satisfaction, and quantitative approaches have been the primary means of examining this hypothesis in the past. According to Herzberg's theory, work

satisfaction among Swedish mental health nursing staff inside inpatient psychiatric treatment may be improved by adopting qualitative methods. Semi-structured interviews with 25 nursing staff were used in this exploratory research. There were three major themes that emerged from a qualitative content analysis of interview transcripts: (i) respondents' perceptions of their work duties, which they described as important, meaningful, and demanding, and, (ii) respondents' relationships with co-workers and supervisors, which they described as providing valuable support in the course of their daily work. Because of the perceived lack of career advancement opportunities, working in the field was less appealing because of the job satisfaction it provided and the relationships it fostered with patients and colleagues.

(Prytherch et al. 2012) studied Maternal and newborn healthcare providers in rural Tanzania: In-depth interviews exploring influences on motivation, performance and job satisfaction found out about its Introduction: Maternal and new-born health (MNH) improvements of a significant magnitude are still elusive in Tanzania. Healthcare and human resources policies go hand in hand, which explains why this is happening. 35% of the needed workforce is currently in place, while 43% of available workers are lower-level cadres such as auxiliaries.... It's also a struggle to keep employees motivated. Rural communities have the greatest challenges when it comes to attracting and keeping medical professionals. Despite this, the vast majority of people remain in this area. Early in a study project, a comprehensive knowledge of the impacts on provider motivation, performance, and work satisfaction at rural, primary-level institutions was sought. MNH care is being provided on the ground, and hence includes auxiliary workers, to the providers that were contacted. Physicians and nurses, for example, have been the subject of a lot of earlier motivational research. Although mid-level providers have lately been given more attention, the perspectives of auxiliary health workers have seldom been studied.

(Makalesi et al. 2021) studied The Importance of Staff Motivation in Improving Performance and Job Satisfaction in The Public Health Sector discovered this and Employee motivation and job satisfaction are closely linked, and this study aims to determine the link between employee motivation and job satisfaction in the public health sector, as well as to identify the acceptance rate for participants regarding employee motivation, worker performance, and job satisfaction. Data was gathered in Iraq/ various Erbil's public health sectors between March 10 and June 15, 2021, in a descriptive cross-sectional survey. A web-based application format was used to disseminate 280 questionnaires to the study's participants. A total of 250 people, including

physicians, nurses, and other research participants, completed and returned questionnaires for the study. Thirty questionnaires were missing. Because of the COVID-19 outbreak, the researchers were unable to conduct in-depth interviews with study participants in person. This study found a link between employee motivation, performance, and job satisfaction in the public health sector utilizing SPSS-24 version ANOVA” and Chi-Square testing.

Conclusions

The study's objectives were to examine the role that intrinsic motivation has in determining job happiness, as well as the effects that rewards and recognition, the nature of the work, and management have on that satisfaction. Job satisfaction and motivation have been shown to have several interrelated characteristics, as indicated by the analysis. Work itself is less important to employees' happiness than management and compensation. Nurses and healthworkers may become more confident and invested in their profession if they are given a voice in institutional decisions and are recognized for their efforts. When workers are assigned tasks that play to their strengths, they may feel more appreciated and motivated. Management's attention should be directed on developing a pay structure that is transparent, fair, and competitive. Staff morale is maintained and productivity is increased by providing raises, bonuses, and other forms of monetary compensation at predetermined intervals. Constraints on the study's applicability include, but are not limited to, the need to account for variables like inflation and unemployment.

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