



Original Article

Influence of Incentives on Nurses' Performance

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ABSTRACT

The various mechanisms that impact and guide our behavior to accomplish a particular objective collectively make up motivation. **Objectives:** To study the effect of Incentives on Nurses' performance. **Methods:** 111 people in total were chosen as a sample for this study. In the three tertiary hospitals of Lahore, Pakistan, a cross-sectional study with a self-administered structured questionnaire was carried out. Likert Scale has been used as the instrument. After the data was collected, it was analyzed using SPSS version 16.0 software. The results were analyzed in terms of descriptive statistics frequency; percentage were used for data analysis. **Results:** A total of 101 questionnaires were returned from 111 questionnaires distributed to respondents. Results of the study revealed that 62% nurses strongly agreed that Appreciation certificates, shields verbal appreciation led to good performance. 91% strongly agreed or agreed that Job satisfaction among nurses affects their performance. 41% strongly agreed and 51% agreed. Service structure affects job satisfaction which leads to good performance. 93% stayed satisfied with their current performance. Furthermore, 73% were not satisfied services structure and there was an equal level of satisfaction among nurses with their present incentives. **Conclusions:** The study shows that incentives affect the nurses' performance which leads to quality care and productivity of the organization. In this research mostly respondents were agreed that incentives are enough in response performance but second highly percentage of respondents were not agreed with current services structure. Both extrinsic and intrinsic incentives improve the nurses' performance.

INTRODUCTION

The effects of workplace stress go beyond productivity and the calibre of workers' work; instead, their psychological influence reverses into unhealthy lifestyle choices like smoking, overeating, and drinking alcohol, which can result in serious chronic illnesses like hypertension and heart disease [1]. Every human in the world naturally performs better when they are content with their lives, and this contentment comes from the benefits and incentives they receive from their organization [2]. High levels of patience, mental acuity, and physical fitness are required for nursing work [3]. In addition, a number of theoretical frameworks have been applied to the concept of job satisfaction including the Hierarchy of Need theory and Herzberg's Motivator-Hygiene theory noted that these theories attempt to 'specify particular needs that must be met or values that must be attained' if an individual is to be

satisfied at work [4-6]. Although there are many aspects that influence an employee's performance, the motivation that rewards provide is crucial [7]. In general, it has been found that incentives, rewards, and work satisfaction all have a direct impact on people's motivations. A number of distinct mechanisms work together to influence and guide our behaviour in order to accomplish a specific goal (motivation) [2]. The primary sources of stress for nurses in 5 private and 5 public hospitals in India were compared by Vijay et al. While uncertain time scheduling, long working hours, and all relationships with seniors were the primary stressors for nurses in public hospitals, salary and other incentives, as well as job satisfaction, scored as the highest stressors in private hospitals [8]. In addition to affecting inspiration, the complex phenomena of one's approach to their work has an impact on their career, health, and

relationships with their colleagues [9]. Poor pay, unsatisfactory working conditions, a lack of fringe benefits, political influence, a lack of training chances, and an unfavourable career development structure are some of the significant factors that prevent skilled nurses from working in the public sector elsewhere [10]. One of the main causes of the scarcity of health professionals is high turnover [11]. Hospital nurses' job happiness has been found to be positively correlated with organisational commitment, which may account for 41% of the variation in job satisfaction. Occupational stress has also been found to be a major factor related to the job satisfaction of nurses [12-14].

METHODS

In order to investigate the effects of rewards and incentives on their preference, a descriptive cross sectional study was conducted. The staff nurses from the three public hospitals in Lahore were the intended audience. 111 staff nurses were chosen at random from the target demographic at the three teaching hospitals in Lahore. All staff nurses with ages ranging from 20 to 45 years, four years of study (three years general nursing + one year of specialisation), a BSc, a post-RN BSN, and a minimum of one year of work experience were included. Every participant in this study demonstrates willingness and gives consent. All staff nurses with education levels less than or equal to four years (three years general nursing + one year of specialisation), a BSN, a post-RN BScN, and a minimum of one year of work experience were excluded. The study rejected those subjects who did not demonstrate willingness and who did not provide consent. The participants' information was gathered through the use of a self-administered questionnaire. The survey was composed of a Likert Scale from 0 to 5. (strongly agree, agree, neutral, disagree, and strongly disagree). The participants each received a questionnaire. They each have 30 minutes to finish it and send it in. Only the criteria for study inclusion were used to choose the respondents. The sample was randomly chosen. The chosen setting served as the source for the sample size. At The University of Lahore in Pakistan, the principal investigator entered the data using the SPSS (version 16) software.

RESULTS

A total of 111 questionnaires were distributed, of which 100 were included. According to table 1, 35% were strongly agreed and 58% were agree that Incentive affects nurses' performance, and only 4 % were disagreed that Incentive affects nurses' performance. 34% were strongly agreed and 57% were agreed that job satisfaction among nurses affects their performance. We can say 91% were agreed that job satisfaction among nurses' affects performance.

47% strongly agreed and 46% agreed that increments and job satisfaction reduce absenteeism which leads to good performance. According to results 5.8, 39% strongly agreed and 53% were agreeing that Increments and salaries, annual bonuses affect nurses' satisfaction which ultimately leads to the productivity of the organization. 45% were strongly agree and 47% were agree that Pick and drops and house allowance etc leads to good performance. We can say mostly people were agree that pick and drops and house allowances etc lead to the performance of the nurses. Results show that 62% strongly agreed 30% waghered that Appreciation certificates, shields, and verbal appreciation lead to good performance. Due to incentives and job satisfaction nurse show cooperative behavior regarding organizational 59% were agree and 31% were strongly agreed and only 5% were not agree. In the results of Incentives and job satisfaction makes the nurses punctual which lead to the performance of the nurses, 57% were strongly agreed and 35% were strongly agreed and only 3% were disagree. 64% were agreed that Incentives avoid the nurses from stress which leads to the performance and 26 were strongly agreed. In the results of Incentives and Job satisfaction attract the nurses on duty which lead to the performance shows that 58 were agree and 34% were strongly agree that incentives attract nurses for job satisfaction which nurse become to perform good results as shown in table 1.

S.no	Questions	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree	Total
1	Incentive affects nurses' performance?	35	58	1	2	4	100
2	Job satisfaction among nurses' affects their performance?	34	57	5	3	1	100
3	Increments and job satisfaction reduce the absenteeism which lead to good performance	47	46	5	1	1	100
4	Increments and salaries, annual bonuses affects to nurses satisfaction which ultimately lead to productivity of organization.	39	53	5	2	1	100
5	Pick and drops and house allowance etc leads to good performance	45	47	4	3	1	100
6	Appreciation certificates, shield, and verbal appreciation lead to good performance	62	30	4	4	0	100
7	Medical leaves and annual leaves lead to good performance	35	47	6	10	2	100
8	Service structure effects on job satisfactions which lead to good performance?	41	51	5	3	0	100
9	Incentives should be on the based of nurses performance	24	57	11	4	4	100
10	Due to incentives and job satisfaction nurse show cooperative behavior regarding organizational goal	31	59	4	2	4	100
11	Incentives and job satisfaction effect on the nurses' performance which lead to the productivity of the organization	27	60	9	2	2	100
12	Incentives and job satisfaction make the nurses responsible which lead to increase out put of the organization	42	49	6	3	0	100
13	Incentives and job satisfaction makes the nurses punctual which lead to the performance	35	57	5	3	0	100
14	Incentives and Job satisfaction avoid the nurses from stress which lead to the performance	26	64	7	3	0	100
15	Incentives and Job satisfaction attract the nurses on duty which lead to the performance	34	58	7	1	0	100

Table 1: Nurses response about incentive and job satisfaction

DISCUSSION

According to nurses' present incentives and job satisfaction level 93% were satisfied with their present level. Further more mostly nurses were satisfied with their present salaries. Nurses perceived that their organizations are not offering right number of incentives and this has created low-level work motivation for them. The effectiveness of health quality and customer satisfaction is dependent upon the motivation of its employees [15, 16]. Most nurses were content with their pay and employment, but they were dissatisfied with their services structure, which has a significant impact on the performance and motivation of nurses in hospitals. 79% of people expressed great satisfaction with all the activities that contributed to my strong performance. Our research revealed that most participants were dissatisfied with their jobs. Among them, 26% had severe problems with their jobs, while 60% had minor issues. Given that work satisfaction has consequences for the efficacy, efficiency, and sustainability of the Pakistani healthcare system, the general discontent among nursing staff at a public sector tertiary care hospital in Islamabad is cause for concern [17, 18]. According to this study, permanent employees reported higher levels of job satisfaction than contractual workers did. This is in contrast to a Turkish study, which discovered that due to organizational structure and other variables, working in the public sector was unsatisfactory

and had low motivation [19]. The current study also showed that the respondents were unhappy with their income and resource shortage. These results coincide with those of a study carried out in Lithuania [20].

CONCLUSIONS

The nurses performance always depends on the incentives. The majority of nurses were unsatisfied with the availability of present incentives and in salary most nurses were satisfied. But most nurses disagreed with their service structure and overall nurses were satisfied with all types of present activities that were leading them for good performance. This study may serve as a base for future studies in different organizations on a larger scale.

Conflicts of Interest

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