

Motivation as a Catalyst for Employee's Productivity in Delta State Ministry of Health, Asaba Nigeria.

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Abstract

Motivation has become a source of increased output in recent times in the workplace. The main aim of this study is to examine motivational factors affecting the employees' productivity in Delta State Ministry of Health, Asaba-Nigeria. This study employed a cross-sectional data with a sample of 234 respondents from ministry of health Asaba, concerning their high level of productivity which was achieved through motivation from Government in terms of better salary and regular promotions. The result from the Chi-Square analysis indicates that motivation through increased special salary payment and regular promotions from the state government, do enhance productivity. It was therefore recommended that state Government must continue in that fashion so that such high level of success would maintained.

Keywords: Motivation, Government, Productivity, Employees, Enhancement.

JEL Classification: O47

1. Introduction

The term motivation has been a driving force to employees all over the world in various business organizations. It is an inner urge which induces employees to do more and this brings about enhanced productivity. Since the existence of Democracy in 1999 till date, the Delta state Civil service has enjoyed regular payments of salaries from Government of the state but unlike many other states in the Federation where salaries were owed for months, Delta is at the fore front on the regular payment of salaries and this serves as a boost for her workforce. Although the case of the ministry of health in the state is slightly different as they enjoy special salary scale. This has become a source of increased motivation and a resultant increase in productivity. Timoti (2020) emphasize on employees performance and output and observed that workers in the Zimbabwe's Gas plant company were poorly which leads to low motivation and output. Motivation involves those inner burning desires that propel a person to act in a particular way which are used by firms to increase output. Workplace becomes good when the employees who work there are also in happy mood and are well motivated (Timoti, 2020). This can be explained further that the betterment of the business firm is based on the rate of motivation and happiness of her workers by bringing in the desired result. Since the introduction of special salary scale for the employees of the health ministry in Delta state, they have become more energized and this has

placed the hospitals in the state in good shape and better performance of the workforce. But when there is low morals and negative attitude towards work, the result is low performance and in such case organizational corporate goals will not be attained. Better output is recorded by individuals who are well induced at work. Workers better output consists of efforts displayed in the workplace and these involves all forms of work commitments which will lead to the desired result of the firm. Business organizations should set up an enabling environment conducive enough for employees to bring out their best in efforts and task achievement (Albeit, 2015). Therefore good cordial relationship which exists among employers and the employees are very crucial towards better performance. Based on the view of George and Jones (2012), the term motivation consists of two different groupings and these include intrinsic and extrinsic forms of motivation. Luthans (2000) emphasized that employees can be induced by monetary means (extrinsic), and another form that does not involve the use of money (intrinsic). Both means of inducements can be used to enhance the performance of workers in a firm. The introduction of new special salary scale known as CONMESS for all medical workers in the state leads to inducement of efforts at workplace and the desired for productivity.

Before now, the various state hospitals and many other health facilities were in bad shape especially during the military regime. The health workers and other staff members of the government agencies were owed backlog of salaries. A negative attitude towards, absenteeism from work and work abandonment was on the increase among the workers. Work have to be done but there is a need to comprehend the entity known as man and to figure out the things that can inspire man into action (Penny, David & Witt 2011). Knowing the kind of personality a man possesses, one has to inspire man in many ways to know truly his real behaviours. So many studies have been carried out to illustrate the connectivity which exists among motivation, job and productivity (Lotta, 2012; Ojokuku & Sajuigbe 2009; Perry et.al 2006). There is the need for employers to find out what induces their employees to put in more efforts at work (Obikeze and Jude 2012). The main objective of this study is to find out how good salary package and payment induced or brought about motivation among workers of the ministry of health Asaba in Delta State Nigeria. This study will also seek to know how regular promotions and upgrading of staff members of the health ministry can influence their productivity in general.

2. Literature Review

The theoretical framework for this work is derived from Herzberg (1996) two factor theory. Herzberg explained that in every organization, there are two different factors that plays major roles in motivating employees to action, which are the satisfiers and dis-satisfiers. The satisfiers are said to be those benefits which ginger workers into putting up more efforts, for examples salary increase, fringe benefits, work allowances, promotions, annual leave, extra pay and many others. The dis-satisfiers according to the theory are the negative vices such as sack or dismissal, retrenchments, downsizing of staff, demotions and many others.

Study by George and Jones (2012) expressed motivation as an inner propelled energy that shows the direction and influences positive behaviors towards work. The study adopted a qualitative method and their findings displayed that an increased productivity is a product of motivation which was fueled by an increment in financial and non-financial benefits of the workers. Chukwuma and Obiefuna (2014) study used Innoson car manufacturing in Anambra State with 2000 respondents, and finding show that junior workers were poorly motivated due to low salaries. The study further found out that the workers prefer financial inducements rather than non-financial benefits. Motivation stimulates positive actions towards work and enhanced productivity, as it is concerned with desires which drive some positive behavioral patterns of individuals at work (Berelson & Stains, 2013; Ratelle *et. al.*, 2010). Also, it involves those factors that influence a person to act positively or negatively and are action-driven exercise that prompts an individual into reaching his or her goals (Broussard & Garrison, 2004; Beach, 2005).

Further study by Davies (2005) used secondary data and the descriptive result shows that poor motivational benefits lead to poor output on the workforce, as such benefits of the workers should be the topmost concern of every top management. Agbeto (2002) stressed that it includes all positive emotions which pushes individual towards attaining a particular objective. Koontz (2008) emphasized that it involves all those positive ingredients which prompts a person towards the realization of specific yearnings or aims. The view of Chris (2004) shows motivation to be made of extrinsic and intrinsic forms, where extrinsic is financial and intrinsic is non-financial. Remi (2011) concluded that employees should embrace the intrinsic form of motivation rather than the extrinsic form. Zhang (2010) pointed out that the intrinsic form of workers stimulations brings about the confidence and creativity in every employee. Workers in a particular firm enjoys a form of unity of purpose due to intrinsic motivation and this gives them room to do more (see Cooper & Jayatilaka, 2010). But Deci (2001) study noted that extrinsic form of motivation is a better way to propel staff to action rather than intrinsic methods, and concluded that both methods are crucial as regards to productivity, as they both complement each other. Wayne (2000) highlighted that both extrinsic and intrinsic forms are all important in the task for a better productivity in the workplace. The most significant way of stimulating the workforce to put in more efforts is through an increased salary package. Another means that serves as a form of inducements to workers of a firm is promotion. It involves upgrading the workers to a higher level from time to time thereby pushing the staff members higher based on performance (Roszik-Kowalska & Amp Duda, 2017). Promotions stimulates the efforts of the workers and it serves as a means of recognition, advancements and achievement and this serves as growth opportunities for the employees of an organization (Namusonge, 2012).

3. Methodology

This study uses cross-sectional data through a structured questionnaires with a sample size of 230 using Taro and Yamani (1967) sample size criteria from a population of 566 staff members of the Ministry of Health Asaba which included 100 senior staff and 130. Ministry of health was choosen because the work

commitment in that sector is high and have various center. The variables used in this study consist of perception in salary, promotion and productivity. The response were grouped on various categories such as: Strongly agreed, agreed, strongly disagreed, undecided and disagreed; and descriptives statistics was used.

Table 1: Maximum utility due to my increased salary motivates me to greater productivity.

Response	Frequency	Valid Percentage
Strongly Disagreed	18	7.8
Disagreed	41	17.8
Undecided	40	17.4
Agreed	78	33.9
Strongly agreed	53	23.0
Total	230	100.0

Source: Authors' Computation

Table 2: Computation of calculated Chi-Square value on hypothesis III

Response	O	E	O-E	(O-E) ²	(O-E) ² /E
Strongly Disagreed	18	46	-28	784	17.04
Disagreed	41	46	-5	25	0.54
Undecided	40	46	-6	36	0.78
Agreed	78	46	32	1,024	22.26
Strongly agreed	53	46	7	49	1.07
Total	230				41.69

Source: Authors' Computation

Table 3: Chi-Square Value

Degree of freedom	Significant	Critical value	Chi-square value	P-value
4	0.05	9.488	237.43	< 0-00001
Comment	The result is significant at 0.05			

Source: Authors' Computation

Given the chi-square value at 0.05 Significant, it shows that there is significant relationship between good salary and enhanced productivity in the ministry of health Asaba. Also, the use of promotions is so crucial and it is highly related to increased productivity in the Health Ministry Asaba. The findings displayed greatly that increased salary package for workers of the ministry of health were associated with increased output. This discovery is in line with Fredrick Herzberg's theory on satisfier factors in the workplace and that when those factors are not being put in place in the organization, it makes work boring and results in negative attitudes towards work. These factors called extrinsic work situations, the compenets must be in place in the place of work so that workers will get motivated at all times. Promotions of staff regularly in the health ministry was greatly resultant in better productivity and this finding is in line with the findings made by Ahmed (2008) in which he discovered that promotions played key roles in employees work utility and inducements and that it led to greater output among workers in service organizations. This indicates that promotions are a vital tool in stimulating workers to better performance.

5. Conclusion and Recommendations

From the findings made so far of this study, it is clear that work incentives such as increase in salaries of workers of the ministry brought about significant positive result in output. And it is also evident that regular promotions also brought about significant success in the health ministry. These incentives are the inner drives that stimulate the efforts of the employees of any organization. They results in greater form of motivation.

This study therefore recommends that a better salary package for workers is very instrumental for better output as shown on the workers of the ministry of health Asaba. Therefore this work recommends that the management of business organizations should double their efforts in making sure that their employees are well paid to ensure better work results. The work unveiled that promotions of staff of the health ministry regularly brought about work motivation, therefore this study recommends that business firms should try as much as possible to effect the promotions of their workforce for better results. This will lead to goal achievements.

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