MOTIVATION AND JOB PERFORMANCE AMONG NURSES' IN THE UNIVERSITY OF CALABAR TEACHING HOSPITAL, CALABAR CROSS RIVER STATE

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ABSTRACT: Purpose. *The purpose of the study was to assess motivation and job performance among nurses' in the University of Calabar Teaching Hospital, Calabar Cross river state. Objectives: The following specific objectives were set; to assess the level of job performance among nurses in UCTH, to determine the level of intrinsic and extrinsic motivation among nurses' in UCTH. Two research questions where developed in line with the research objectives. Literature review: Extensive literature review of the 2 variables was done and the theoretical framework adopted for the study was the Herzberg two factor theory of motivation. Methods: A descriptive research design was adopted for the study and the convenient sampling technique was used a sample size of 240 respondents was selected using the Taro Yamane's formula. Data was obtained using a 23 item structured questionnaire constructed in line with the research question which was duly validated and reliability ensured. Results: Data obtained was analyzed using Statistical package for social sciences (SPSS) and result gotten was presented using tables, and percentages. Result from the analysis showed that 130 (54.2%) of the respondents strongly agreed that nurses' achieved their goals by satisfying patents' needs, 129(53.8%) of the respondents strongly disagreed that nurses' do not have patients 'best interest in mind. Findings from the study also revealed that there was a significant relationship between motivation and job performance among nurses in UCTH. Conclusion: Based on these findings, the researchers recommended that government provides adequate funding to health care facilities for procurement of equipment and materials, ensure regular employment of nurses, ensure increment in salaries and allowances of nurses, and provide adequate funding of researches to nurses to further increase motivation and job performance.*

KEYWORDS*: motivation, nurses, job performance, UCTH.*

INTRODUCTION

Background to the study

Job performance is imperative in any industry especially in Nigeria and University of Calabar Teaching Hospital in particular Cross River. States, because it is one of the key indicators of productivity and profitability. Generally, job performance is prioritized by organizations to achieve organizational goals. Job performance is viewed as a measure of success of an employee in his or her employment. According to Janssen & VanYperen (2004), in-role job performance indicates the actions specified and required by an employee's job description. It is also meant to be appraised and rewarded by the employing organization and thus contributes to the organization's excellent performance. This implies that, managers must take it upon their self to be sure that, individuals working with them in any organization must be motivated by kind words by the employers. In the organizational context, these sets of procedures make work behaviour predictable so that basic tasks can be accomplished to achieve the organizational goals (Janssen &Van Yperen, 2004).

However, job performance in this study relates to how effective nurses perform their duties and responsibilities associated with the direct care of their patients especially in UCTH. (Dieleman, Toonen & Toure, 2006) Added to the above, Fritzen (2007) stated that nurse is one of the important inputs to any healthcare system and has strong effect on the performance of the healthcare organization. A major challenge for private healthcare centres now is to seek ways to improve their employees 'job performance and increase efficiency in their healthcare interventions. In relation to this, nurses represent the workforce owing to the fact that, they are the persons who connect directly with the patients. Their job performance is essential in achieving organization objectives in a way that is consistent and effective (Mehmet, 2013). But, the reverse is the case in the University of Calabar teaching hospital as government will not encourage workers as to take an additional qualification to what you have already, thereby making most old nurses inefficient and unproductive. No study leave with pay, workers need to struggle with shift duties and school for those who wish to risk their health, no increment in salary, no recognition and identification with what so ever they have put in place, due promotions not given on time, sometimes promotions are shown on paper no financial benefit, most nurses are stagnated, very poor working environment, no consumable to work with, poor lighting system which in turn gives workers lack of interest to work leading to lack of motivation.

Motivation according to Oyira (2015) is conceptualized as the inner force in form of needs, motives, wants or urge that determine how behavior is started, energized, sustained, directed and stopped and other subjective activities geared towards a certain outcome. Human motivation is the function of human process and human behavior because it is the human beings in an organization that are motivated. An organization in which one is motivated will go a long way to increases workers interest in the organization. Motivation therefore, is the inner factor that energizes one to act.it originates from human feelings to initiate action. Motivation could also be seen as the degree which individuals commit effort to achieve goals that they perceive as being meaningful and worthwhile. The natural system assumes that people have higher needs, which contrasts with the rational theory that suggest people work and only respond to reward and punishment.

Johari & Ong (2013) in their study described that nurse-patient interface comprises elements of the nurse-patient interaction in the process of co-producing a service. The aspect of interaction has become an important element for nurses to meet the incremental patient's expectation. Usually, patients are not able to adequately evaluate the value of medical equipment and technology used in the hospitals but they tend to focus on social interactions as a measure of evaluation (Yoon, Choi & Park, 2007). Apparently, nurses' expressive and interactive performance was mostly evaluated because patients usually are more sensitive towards the nursing care they received. Excellent job performance will decrease personnel costs, increase organizational

Profitability and build patient loyalty (Earls, 2004). In contrast, if the nurses' job performance declines, it will lead to unwanted consequences such as compromising standard of patient care, delay and negligence in work, tardiness and growing number of patient complaints. In view of private hospitals belong to the Service-based industry, patient complaints should be handled with extra efforts as it can affect the reputation of the healthcare institution. For this reason, it is necessary for both general and   private hospitals to understand the influence of motivation on nurses' job performance. Highly motivated nurses will perform quality services, gain patient satisfaction and enhance profitability of the organization.

Purpose of the study
 The purpose of the study is to determine the level of motivation and job performance among nurses in university of Calabar teaching hospital, Calabar.

Specific objectives were to:
  1) Assess the level of job performance among nurses in UCTH
  2) Determine the level of intrinsic and extrinsic motivation among nurses in UCTH
Hypothesis 1: There is no significant influence between motivation and job performance among nurses.

Importance
Nurses: Results from this study would bring to focus the major challenges nurses face on daily basis while carrying out their duties in the hospital and also proffer solutions that would improve the current plight of nursing professionals. It would also shine the spotlight on current nurses motivation in the University of Calabar Teaching Hospital and how it implementation can greatly improve the quality of healthcare services rendered.

Hospital Management/Government: It would serve as a source of information on the current state of nursing practice and the negative effects of these challenges present in the hospital and how it affect the quality of nursing care rendered so that favorable polces would be made that will help eliminate the above mentioned challenges and also encourage the implementation of research inputs and innovative ideas of nurses leading to motivation.
Nurse Researchers: It's may serve as a source of information for intending researches on this area of study and also serves as a reference point for further research studies.

LITERATURE REVIEW
Job Performance

Nurses are one of the inputs to any healthcare system and have strong effect on the organization performance (Fritzen, 2007). Health tourism hospital with nurses as majority workforce should take cognizance of the importance of their job performance which is the fundamental value of achieving high standard of patient care. In addition, how effective nurses perform their duties is associated with the direct care of their patients (Dieleman et al., 2006). Hence, hospital management should extend their view exceeding the medical perspective and apply a holistic social approach to improve their nurses' job performance. In the healthcare context, nurses' job performance focuses on understanding patients' needs by delivering proper care and solutions. It is imperative that nurses should be able to adjust their performance in order to reflect patients' reality (Daniel & Darby, 1997). Since nurse-patient interface embraces element of the nurse-patient interaction to co-produce a service, the aspect of interaction is important to meet the incremental patients' expectation. The expressive and interactive performance of nurses will be mostly evaluated because patients are more sensitive towards the service behavior the nurses' rendered (Yoon *et al*., 2007). On top of that, it was emphasized that caring processes have to be accommodated into the performance criteria to fulfill patient needs in terms of intimate and complex service means (Darby & Daniel, 1999).

However, the performance of nurses is still depending on this aspect as patient's evaluation usually refers to their sentimental reaction to prominent aspect of the context and outcome of their experience (Pascoe, 1983). Patient's experience may be ultimately used to verify the medical treatment provided whether it has met their expectations (Babakus & Mangold, 1992).

It is widely accepted that excellent nurses' performance is more likely to generate satisfied patients and create more favorable outcomes to the organization. Conversely, if the nurses' performance declines, it will lead to unwanted consequences such as substandard of patient care and growing number of patient complaints. In a nutshell, hospital with better nurses' performance has the competitive advantage over those that do not perceive job performance as an important factor for the patients to return to the same hospital (Bruce, Bowman & Brown, 1998).

Motivation

Oyira, (2015) states that, Motivation is conceptualized as the inner force in form of needs, motives, wants or urge that determine how behavior is started, energized, sustained, directed and stopped and other subjective activities geared towards a certain outcome. Motivation is expressed in form of an inner drive that pushed one to generate more energy that can be utilized for tasks performance for greater productivity. It is also seen as system oriented.

In the words of Kennedy (2010) motivation is a level of persistent, while Harmon, Jones, Harmon, & Jones (2010) said motivation is the stage that triggers the whole decision process. Motivation can also be seen as a process that is generally understood to denote the strength of a person's desire to attain a goal. Rakes & Dunn (2010), in their words motivation desire are set in motion. Schunk, Meece & Pintrich (2014). Maintained that motivation is the process whereby goal – directed activity is instigated and sustained, Mayer (2011), in his own view sees motivation as generally considered to be an internal state that initiates and maintain goal directed behavior. Huang &

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Tschopp (2010), in their own point of view, sees motivation as being dependent on four dynamic perceptual component, attention, relevance, confidence and satisfaction.

Intrinsic Motivation

Intrinsic motivation is an internal force that leads employees to meet personal and organizational goals. It directs people to perform activity that they find it interesting (Lindner, 1998). Individuals who were intrinsically motivated possess inner drive that creates behaviors and encouragement to carry out tasks without any external influences. They found that the task itself is interesting, challenging and fun. Intrinsic motivation is also referred to as meeting basic human needs in terms of control and efficiency (Sansone & Smitch, 2000). Without coercion of others, intrinsic motivation arises from the individual's self-interest or pleasure in the task itself. It is established by its own and does not rely on end results. In the healthcare context, intrinsic motivation among nurses is operationally defined as self-gratification and pleasure in performing duties instead of working towards external rewards. Their job performance is generated by self-interest and self-determination. They possess enthusiasm that leads them to engage in their job effectively. Past research (Gagne, 2005) has indicated that intrinsic motivation does improve nurses' performance. Intrinsically motivated nurses work with diligence and dedication to perform their duties. They wish to remain in the organization and they believe that they are valuable to the organization. Apparently, intrinsic motivation is able to bring positive outcomes to nurses' job performance. Hence, in view of the above explanation, it is hypothesized that: Intrinsic motivation is positively related to nurses' job performance.

Extrinsic Motivation

Extrinsic motivation is an external force that leads workers to meet personal and organizational goals. It directs individuals to perform tasks by using instruction or coercion to get rewards in return (Lindner, 1998). Types of extrinsic rewards include pay, awards, benefits and bonuses (Muogbo, 2013). It also can be in the forms of good working conditions, co-workers relation, better facilities and higher supervisor's quality at the workplace (Mankoe, 2006). In the healthcare context, extrinsic motivation leads the nurses to perform work behaviors that benefit themselves and the organization. These work behaviors are created by external stimuli such as incentives, prizes, awards, positions and various fringe benefits. If the hospital management would like to improve the nurses' performance, extrinsic motivation is one of the options that can elicit the best out of them (Hasenfeld, 1983). This is further echoed in a research by Muogbo (2013) that extrinsic motivation is significantly and positively related to worker's performance. When there is an increase in extrinsic motivation, there is a corresponding increase in worker's performance. It has the supremacy to magnetize, maintain and motivate individuals towards higher performance. Frederick Taylor and his scientific management associates, described money as the most fundamental factor as extrinsic in motivating the industrial workers to attain greater productivity (Federick Taylor in Oyira 2015).

 Research has suggested that reward now cause satisfaction of the employee which directly influences performance of the employee Johari & Ong (2013). Rewards are management tools that hopefully contribute to film's effectiveness by influencing individual or group behavior. All businesses use pay, promotion, bonuses or other types of rewards to motivate and encourage high level performance of employees (Matthew & Chenjaun 2014). To use salaries as motivator

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effectively, managers must consider salary structures which should include importance organization attach to each job, payment according to performance, personal or special allowances, fringe benefits, pensions and so on (Muogbo, . 2013). This also implies that, when all the rewards are used by organizational managers workers as nurses will be satisfied and filed motivated in their various places of work.

Remuneration is traditionally seen as the total income of an individual and may comprise a range of separate payments determined according to different rules. For example, the total remuneration of medical staff may comprise a capitation fee and a fee for services, or it may include a salary and shared financial risk. A remuneration strategy, therefore, is the particular configuration or bundling of payments that goes to make up an individual's total income (WHO, 2015). This implies that it, could be in form of pay, salary, wages, allowance, benefits (such as medical plan, retirement plans) bonuses, cash incentives etc. Low remuneration occurs when nurses are not adequately and well compensated for the services they render(i.e. their salary structure are below acceptable limits, allowances are not paid, bonuses and benefits such as medical insurance plan and retirement plans are not available).

A common assumption known to all is that an effective reward system would readily attract, retain, and motivate worker (Oyira, Ella,Nkamare, Lukpata,Lazarus &Mbum, 2015). Over time it's been established by researchers that financial rewards is one of the best motivating factors and is a strong re-enforcer of workers morale. A satisfactory wage is a significant factor in job seeking behaviours and is especially important in keeping workers adequately motivated and in turn improve productivity significantly (Matthew & Chenjaun 2014).

Nurses like other workers are motivated by money. The salary paid by employers directly impacts his/her performance level; underpaid nurses are less motivated to perform better .The nurses doesn't simply view his/her salary as just monetary reward ,he/she sees it as the value employers places on him/her. Thus the level of appreciation felt can directly influence their overall job performance (Laura, 2011). A nurse is more likely to perform to his/her potentials if she is happy with the salary earned .A nurse earning a high salary bring him/her a feeling of security or stability of tenure, allowing her to feel accomplished (Williams,2011).

Nebiat (2012),carried out a cross sectional survey in Ethiopia which revealed that most nurses in Ethiopia where not properly motivated because of low remuneration and there is a significant relationship between rewards and nurses work motivation ,and amongst all factors influencing nurses performance remuneration is the most significant and most influential factor. Oyira et al, (2015) study in the University of Calabar Teaching Hospital established that monetary rewards is a tool of growth and development in all organization and recommended that the management of the University of Calabar Teaching Hospital boost the morale of staffs through a fair and equitable reward system.

Matthew &Chenjaun (2014) showed that hospitals with better nurse staffing, remuneration and optimum working environment had better nurses' outcome such as provision of high quality of nursing care. Soikki,Nadeem &Anis (2014) study evaluating factors influencing performance of registered nurses in Namibia revealed that although most nurses look beyond salary ;poor

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remuneration remained a contributory factor to poor performance. Studies on Nurses working in Jimma University teaching specialist hospital in Ethiopia revealed that 75% of the respondents were not satisfied with their remuneration, benefit and recognition they received from institution. Majority of them disagreed that remuneration was competitive with other similar organizations and remuneration given according to their responsibility. Similarly, majority of them were dissatisfied with their fringe benefit and disagreed that hard working nurses were not recognized and duly compensated for their efforts (Tesfaye, Abera&Balcha ,2015)

Nursing implication of literature review

This study intends to assess a better understanding of nurses' job performance and explain how to improve their performance by using motivation in UCTH. Research by Oyira et al, (2015) ascertained that intrinsic motivation yielded better performance on tasks that are interesting and amazing and most managers should work towards that. However, extrinsic motivation yielded better performance on tasks that require discipline or determination. Therefore, both intrinsic and extrinsic motivation is essential in enhancing nurses' job performance. It is suggested that hospital management should determine the extent of influence of both elements on job performance by using the theoretical framework. The findings are expected to provide important information that enables the hospital management to understand the nurses' needs and offer solutions to increase their performance. Review of the existing system may be necessary to better fulfil nurse's needs which is not only beneficial to the individuals but to the organization as a whole and not in part.

METHODS

Research Design

A descriptive design was used because it best answers the questions and purpose of the study. The study design is one in which the population of interest is studied by collecting and analyzing data from and only few people considered to be representatives of the entire group without manipulation. The researchers has chosen this design because with the aid of questionnaire information about motivation and job performance among nurses in University of Calabar Teaching Hospital was elicited with the way they are, because the variables already existed.

Study setting

The study was carried out in the University of Calabar Teaching Hospital. It's a tertiary institution and a referral Centre, centrally located in Calabar municipality, Cross river state Nigeria. The hospital has 15 wards and 11 clinics. It has the health care service department, administrative department, and laundry, tailor unit and mortuary services. The health care service department include laboratory department, nursing services, internal medicines, surgery, family medicine, paediatrics, obstetrics and gynaecology, radiology, ophthalmology, physiotherapy, orthopaedics, food and nutrition, accident and emergency, dental department, blood bank and dialysis unit. The hospital has a staff strength of two thousand two hundred and twenty six 2226. The population of nurses is six hundred and one nurses (nursing admin, 2018).

The target population comprised of all nurses of various cadre working at the University of Calabar Teaching Hospital in the various units.

The accessible population consisted of nurses who were available on duty as at the time of arrival of the researchers across the various wards.

The sample size of the study was 240 respondents gotten using the Taro Yamane formula which represent 40% of the total population of nurses in the University of Calabar Teaching Hospital. The sampling technique employed by the researchers was the convenient sampling technique used in administering questionnaires. On visit to the hospital wards, the researchers administered questionnaires to nurses available on shift duty across various wards in the hospital.

Using Taro Yamane formula = $\dfrac{N}{1 + N(e)^2}$

$N = 601$
$e = 0.05$

$$= \frac{601}{1 + 601\,(0.05)^2}$$

$$= \frac{601}{1 + 601\,(0.0025)}$$

$$= \frac{601}{1 + 1{\cdot}5}$$

$$= \frac{601}{2{\cdot}5}$$

$$= 240$$

The researchers introduced themselves by presenting a copy of letter of introduction she obtained from the ethical committee with registration number of CRS/ADM/HREC/APP1166 was presented to the director of nursing department UCTH for approval to carry out the study in the Hospital. The topic for the research was introduced and instructions given on how the questionnaires should be filled. The researchers reassured the participants that all information must be only for academic purpose and clients' names will not be indicated so as to maintain confidentiality and privacy. The consent of the respondents was adequately gained by giving them adequate information to enable them to express their feelings.

RESULTS

Socio-Demographic Data of the Respondents
TABLE 1: Socio-Demographic Data of Nurses (n = 240)

Variables		Frequency	Percentage
Age	20-30	72	30
	31-40	106	44.2
	41-50	38	15.8
	51 & ABOVE	24	10
	Total	**240**	**100%**
Sex	Male	3	1.3
	Female	237	98.7
	Total	**240**	**100%**
Working Experience	O-10 years	120	50
	11-20years	68	28.3
	21-30years	34	14.2
	31 & above	18	7.5
	Total	**240**	**100%**
Highest Educational qualification	RN	0	0
	RM	127	52.9
	BSc	93	38.8
	MSc &above	20	8
	Total	**240**	**100%**
Ranking	NO II	38	15.8
	NO I	72	30
	SNO	53	22.1
	PNO	38	15.8
	ACNO	15	6.3
	CNO	24	10
	Total	**240**	**100%**

Field survey 2018
The result in Table 1 showed that 20-30 years age group were 73(30%), 31-40 years age group were 106 (44.2%), 41-50 years age group were 36 (15.8%), 51 & above age group were 24 (10%). In terms of Sex, there were 3 (1.3%) Males and 237 (98.7%) females. Results about working experience shows that 120 (50%) of the respondents had 0 – 10 years working experience, 68 (28.3 %) had 11-20 years working experience and 34 (14.2%) had 21-30 years of experience , & 18(7.5%) had working experience of 30 & above years.

Results also revealed that 0 (0%) of the Nurses had RN as their highest qualification, 127 (52.9%) had RM or its equivalent as their highest qualification, 93(38.8%) had BSc as their highest qualification, and 20(8%) had MSc & above as their highest qualification. In terms of Rank, 38 (15.8%) had attained Nursing Officer II Nurses, 72 (30%) were Nursing Officer I Nurses, 53 (21.2%) were Senior Nursing Officers, 38 (15.8%) were Principal Nursing Officers, 15 (6.3%) were Assistant Chief Nursing Officers and 24 (10%) were Chief Nursing Officers.

TABLE 2: WARDS AND WORKING EXPERIENCE OF NURSES

Ward	Frequency	Percentage
A & E	10	4.2
CARDIO	9	3.8
CHER	7	2.9
FOW	10	4.2
DIALYSIS	7	2.9
ENT	5	2.1
E/T	9	3.8
EYEWARD	10	4.2
FMW	8	3.3
FSW	10	4.2
ICU	5	2.1
L W	10	4.2
MCH	5	2.1
MMW	10	4.2
MOW	8	3.3
MSW	10	4.2
PMW	10	4.2
PNW	7	2.9
PSW	10	4.2
THEATRE	9	3.8
ENT CLINIC	10	4.2
MOW	7	2.9
EC	7	2.9
MOPD	10	4.2
SOPD	8	3.3
CHOP	10	4.2
DC	9	3.8
OC	10	4.2
Total	**240**	**100%**

Field survey 2018

Results in Table 2 showed the Nurses from various wards who participated in the study and their working experience. 10(4.2%) were from Accident and Emergency Unit, 9 (3.8%) from

Cardiothoracic Unit, 7 (2.9 %) from Children Emergency, 10 (4.2%) from Female orthopedic ward, 7 (2.9%) from Dialysis, 5 (2.1%) were from Ear, Nose and throat Unit, 9 (3.8%) from male surgical ward, 10 (4.2%) from Eye ward, 8 (3.3%) from Female medical ward, 10 (4.2%) from Female surgical ward, 5 (2.1%) from Intensive care Unit, 10 (4.2%) were from Labour ward, 5 (2.1 %) from Maternal and child health, 10 (4.2%) from male medical ward, 8 (3.3%) from male orthopedic ward, 10 (4.2%) from Male surgical ward, 10 (4.2%) from Pediatric medical ward, 7(2.9%) from Post-natal ward, 10(4.2%) from Pediatric surgical ward and 9(3.8%) from Theatre (Main theatre and recovery room), 10(4.2%) from eye clinic, 7(2.9%) from Eye clinic ,7(2.9%) from make orthopedic wards 10(4.2%) from medical outpatient department, 8(3.3%) from surgical outpatient department, 10(4.2%) from children outpatient department, 9(3.8%) from dental clinic and finally 10(4.2%) from orthopedic clinic.

Research question one
TABLE 3: WHAT IS THE LEVEL OF JOB PERFORMANCE AMONG NURSES IN UCTH?

Job performance	SA	A	D	SD	TOTAL
I achieve my goals by satisfying my patients needs	130 (54.2%)	62 (25.8%)	43 (17.9%)	5 (2.1%)	240 (100%)
I do not have the patient best interest in my mind.	19 (7.9%)	29 (12.1%)	62 (25.8%)	129 (53.8%)	240 (100%)
I get patients to discuss their needs	19 (7.9%)	72 (30%)	96 (40%)	53 (22.1%)	240 (100%)
I find out nursing care that most helpful to the patients	122 (50.8%)	91 (37.9%)	17 (7.1%)	10 (4.1%)	240 (100%)
I offer nursing care best suited to the patients' needs	100 (41.7%)	81 (33.5%)	30 (12.5%)	29 (12.3%)	240 (100%)
I answer patient's question about nursing care correctly	161 (67.3%)	49 (20.7%)	19 (7.9%)	11 (4.1%)	240 (100%)
I use nursing care plan to solve patient's problem	140 (58.3%)	40 (16.7%)	20 (8.3%)	40 (16.7%)	240 (100%)
I give patients an accurate expectation of nursing care	122 (50.8%)	91 (38.9%)	17 (7.1%)	10 (4.1%)	240 (100%)
I figure out the patient's need	139 58.3%)	71 (29.6%)	20 (8.3%)	10 (4.1%)	240 (100%)
I help patients by fulfilling their needs	80 (33.3	40 (16.7%)	80 (33.3%)	40 (16.7%)	240 (100%)

Field survey 2018

Based on the research question on job performance of Nurses, 130 (54.2%) of the Respondents strongly agreed that nurses achieve their goals by satisfying patients' needs 62 (25.8%) agreed, 43 (17.9%) disagreed while 5 (2.1%) strongly disagreed. 129 (53.8%) of the Respondents strongly disagreed that nurses do not have the patient best interest in mind.. 62 (25.8%) disagreed, 29 (12.1%) agreed and 19 (7.9%) strongly agreed. 96 (40%) disagreed that nurse get patients to discuss their needs 72 (30%) agreed, 53 (22.1%) strongly disagreed while 19 (7.9%) strongly agreed. As regards to find out nursing care, that is most helpful to the patients 122 (50.8%) strongly agreed, 91 (37.9%) agreed, 17 (7.1%) disagreed and 10 (4.2%) strongly disagreed.

Following the table above nurses answer patient's question about nursing care correctly161 (67.3%) strongly agreed, 49 (20.7%), agreed, 19 (7.9) disagreed and 11(4,1%) strongly disagreed. That nurses use nursing care plan to solve patient's problem 140(58.3%) strongly agreed, 40 (16.3%) agreed, 20 (8.3%) disagreed while 40 (16.7%) strongly disagreed. That nurses use nursing care plan to solve patient's problem 122 (50.8%) strongly agreed, 91 (38.9%) agreed, 17(7.1%) disagreed while 10 (4.1%) strongly disagree. 139 (57.9%) strongly agreed 71 (29.3%) agreed, 20 (8.3%) disagreed while 10(4.5%) strongly disagreed that nurses figure out the patient's need.80 (33.3%) strongly agreed 40(16.7%) agreed, 80(33.3%) disagreed, while40 (16.7%) strongly disagreed that nurses help patients by fulfilling their needs. This implies that, nurses performed well in their various jobs given to them but, they were not encourage or recognized by the management.

Research question two
TABLE 4:

DOES THERE EXIST ANY LEVEL OF INTRINSIC AND EXTRINSIC MOTIVATION AMONG NURSES IN UCTH?

Motivation	SA	A	D	SD	TOTAL
EM1 I get extra pay for high performance	19 (7.9%)	24 (10%)	115 (47.9%)	82 (34.2%)	240 (100%)
EM2 I think that the salary I get from the hospital is enough	5 (2.1%)	52 (21.6%)	5 (2.1%)	178(74.1%)	240 (100%)
EM3 There is an opportunity to be promoted in the hospital	125 (52.1%)	91 (37.9%)	19 (7.9%)	5 (2.1%)	240 (100%)
EM4 My colleagues are always with me in solving my personal and family problem.	168 (70%)	43 (17.9%)	24 (10%)	5 (2.1%)	240 (100)
IM1 I have responsibilities related to work. IM2 My colleagues appreciate me for what I did for my work.	115 (47.9%) 178 (74.1%)	82 (34.2%) 52 (21.6%)	24 (10%) 5 (2.1%)	19 (7.9%) 5 (2.1%)	240 (100) 240 (100)
IM3 I believe that the work which I have done is a respectable job.	181 (75.4)	39 16.25	15 6.25	5 (2.1)	240 (100%)

Field survey 2018

As regards to a nurse if she/he get extra pay for high performance, 115 (47.9%) disagreed, 82 (34.2%) strongly disagreed, 24 (10%) agreed while 19 (7.9%) strongly agreed. When asked if the salary a nurse get from the hospital is enough, 5 (2.1%) strongly agreed, 52 (21.6%) agreed, 5 (2.1%) disagreed and 178(74.1%) strongly disagreed. Also, if there is an opportunity to be promoted in this hospital, 125 (52.1%) strongly agreed, 91 (37.9%) agreed, 19 (7.9%) disagreed and 5(2.1%) strongly disagreed. My colleagues are always with me in solving personal and family problems 168 (70%) strongly agreed, 43 (17.9%) agreed, 24 (10%) disagreed and 5(2.1%) strongly disagreed. 115(47.9%) strongly agreed that they have responsibilities related to work, 82(34.2%) agreed, 24 (10%) disagreed and 5 (2.1%) strongly disagreed. 168 (70%) strongly agreed that colleagues appreciate me for what I did for my work., 178 (74.1%) agreed, 52(21.6%) strongly disagreed while 5 (2.1%) disagreed. In regards to the question "believe that the work which I have done is a respectable job"181 (75.4%) strongly agreed, 39 (16.25%) agreed, 15(6.25%) strongly disagreed while 5 (2.1%) disagreed. This implies that nurses are not motivated extrinsically but are intrinsically motivated because of their interest and the love for their jobs.

Hypothesis: there is no significant influence between motivation and nurses' job performance in UCTH.
TABLE 5

Variable		Job performance		Total	df	X^2 Cal.	X^2 Cri.
		Agree	Disagree				
motivation	Agree	52	21	73	1	19.435a	5.99
	Disagree	6	21	27			
Total		58	42	100			

Field survey 2018
Significant at 0.05, df 1, X^2 calculated 19.435a, X^2 critical 5.99
The result from table 6 above showed a statistical relationship between motivation and job performance among nurses when the chi-square calculated of 19.435a was greater that the X^2 critical of 5.991 at 0.05 level of significance with 1 degree of freedom. With this result, the null hypothesis was rejected, while the alternate was upheld, this implies that there is a significant relationship between motivation and job performance among Nurses in UCTH Calabar.

Discussion of FINDINGS

Research question 1: What is the level of job performance among nurses in UCTH?
Table 4 result shows based on the research question on job performance of Nurses, 130 (54.2%) of the Respondents strongly agreed that nurses achieve their goals by satisfying patients' needs.Data from item 8 shows also that majority of respondents 129 (53.8%) of the Respondents strongly disagreed that nurses do not have the patient best interest in mind.. 62 (25.8%) disagreed, 29 (12.1%) agreed and 19 (7.9%) strongly agreed. (80%) agreed with the fact that poor remuneration contributed to lack of job performance amongst nurses towards their work. This is in line with statements by Oyira et al (2015), who asserted that an effective reward system would attract, retain and motivate workers by incentive method of payment increasing their job

performance. It also validates research findings by Nebiat (2012) which revealed that nurses in Ethiopia where poorly motivated because of low remuneration establishing the fact that there is a significant relation between rewards and nurses job performance and morale level.

Data from item 9 showed that majority of respondents 62 (25.8%) disagreed, 29 (12.1%) agreed 19 (7.9%) strongly agreed. 96 (40%) disagreed that nurse get patients to discuss their needs. Data from item 10 showed that majority of respondents 72 (30%) agreed, 53 (22.1%) strongly disagreed while 19 (7.9%) strongly agreed that nurse find out nursing care that is most helpful to the patients as job performance. From item 11 show that majority of the respondents 122 (50.8%) strongly agreed, 91 (37.9%) agreed, 17 (7.1%) disagreed and 10 (4.2%) strongly disagreed that, nurses answer patient's question about nursing care correctly. Data from item 12 showed that majority of respondents 161 (67.3%) strongly agreed, 49 (20.7%), agreed, 19 (7.9) disagreed and 11(4.1%) strongly disagreed thatnurses use nursing care plan to solve patient's problem as their job performance. Data from item 13 showed that majority of respondents 140(58.3%) strongly agreed, 40 (16.3%) agreed, 20 (8.3%) disagreed while 40 (16.7%) strongly disagreed that nurses give patients an accurate expectation of nursing care. Data from item 14 showed that majority of respondents 122 (50.8%) strongly agreed, 91 (38.9%) agreed, 17(7.1%) disagreed while 10 (4.1%) strongly disagree that, nurses use nursing care plan to solve patient's problem. Data from item 15 showed that majority of respondents 139 (57.9%) strongly agreed 71 (29.3%) agreed, 20 (8.3%) disagreed while 10(4.5%) strongly disagreed that nurse figure out the patient's need. Data from item 16 showed that majority of respondents 80 (33.3%) strongly agreed 40(16.7%) agreed, 80(33.3%) disagreed, while40 (16.7%) strongly disagreed that nurses help patients by fulfilling their needs.

This is in line with results from a study carry out that, nurses are one of the inputs to any healthcare system and have strong effect on the organization performance (Fritzen, 2007). Health tourism hospital with nurses as majority workforce should take cognizance of the importance of their job performance which is the fundamental value of achieving high standard of patient care. In addition, how effective nurses perform their duties is associated with the direct care of their patients (Dieleman, Toonen & Toure 2006). Hence, hospital management should extend their view exceeding the medical perspective and apply a holistic social approach to improve their nurses' job performance. Based on item 10, an overwhelming percentage of the population of respondents (62.1%) agreed that nurses where not well compensated for job performance. This tallies with results by Tesfaye ,Abera, & Belina (2015) which indicated that nurses were dissatisfied with their fringe benefits and disagreed that hard working nurses where not recognized and duly compensated for their efforts.

Research question 2: Does there exist any level of intrinsic and extrinsic motivation among nurses in UCTH?
Table 5 shows that if a nurse get extra pay for high performance, 115 (47.9%) disagreed, 82 (34.2%) strongly disagreed, 24 (10%) agreed while 19 (7.9%) strongly agreed. When asked if the salary a nurse get from the hospital is enough, 5(2.1%) strongly agreed, 52 (21.6%) agreed, 5 (2.1%) disagreed and 178 (74.1%) strongly disagreed. This is in line with Lohmann, Wilhelm, Kambala, Brenner, Muula & DeAllegi (2018), that says, it is easy to see that money is but one motivator amongst other. In fact, several recent surveys have shown that many professional

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employees do not believe that money buys job satisfaction and many would not willingly swamp future pay rises for greater job security, more control over their working hours and a better balance between work and family commitment.

Also, if there is an opportunity to be promoted in this hospital, 125 (52.1%) strongly agreed, 91 (37.9%) agreed, 19 (7.9%) disagreed and 5(2.1%) strongly disagreed. My colleagues are always with me in solving personal and family problems 168 (70%) strongly agreed, 43 (17.9%) agreed, 24 (10%) disagreed and 5(2.1%) strongly disagreed. 115(47.9%) strongly agreed that the have responsibilities related to work, 82(34.2%) agreed, 24 (10%) disagreed and 5 (2.1%) strongly disagreed. This is in line with Muogbo (2013) that state, extrinsic motivation is significantly and positively related to worker's performance. When there is an increase in extrinsic motivation, there is a corresponding increase in worker's performance.168 (70%) strongly agreed that colleagues appreciate me for what I did for my work, 178 (74.1%) agreed, 52(21.6%) strongly disagreed while 5 (2.1%) disagreed. In regards to the question "believe that the work which I have done is a respectable job"181 (75.4%) strongly agreed, 39 (16.25%) agreed, 15(6.25%) strongly disagreed while 5 (2.1%) disagreed.

Hypothesis 1 : There is no significant influence between motivation and job performance among nurses.
Chi square analysis data established that there was no significant influence between motivation and job performance among nurses. The high nurse-patient ratio which is the reality of the day causes nurses in the hospitals to overwork themselves and work longer shifts to meet the demands of their patients and consequently they rarely have the time to carryout researches or test new innovations. Therefore it could be inferred that lack of motivation of nurses is barrier to nurses' job performance. This is in line with statements by Petra, Tonda & McCreary (2015) that the healthcare system in most of Africa countries is extremely overburdened, with too many patients and too few nurses and as such it is very challenging to be motivated because of lack of free time.

CONCLUSION

•   Generally nurses feel that poor remuneration causes lack of motivation among nurses towards their work

•   Shortage of nursing staff results to increased workload causing stress and burnout among nurses.

•   Availability of necessary ward equipment's, materials and supplies plays a major role in making nurses perform effectively and efficiently and therefore there is a need for regular supply of materials and modern equipment to enable nurses execute their duties effectively.

•   Innovations are important in improving the quality of nursing care rendered, nurse professional practice, and addressing a gap in the nursing care rendered.

•   Barriers such as nursing staff shortage, lack of finances, illness, and lack of interest in research amongst others could hinder progress in nurses led innovation.

Implication for nursing

This study is of immense benefit to nurses because it would bring to light most of the challenges nurses face on a daily basis while performing their duties and responsibilities. In so doing the government, policy makers and other stake holders in the health sector would see reasons to institute measures to solve the current plight of nurses. This study also shows the importance of nurses' active involvement in research and innovations, as it is a major step toward greatly improving the current state of the nursing profession and practice.

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