PERCEIVED SOCIAL SUPPORT AND WORK MOTIVATION OF DAY AND NIGHT SHIFT NURSES

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ABSTRACT

Objective: To asses perceived social support and work motivation of nurses working in day and night shifts. Moreover it was aimed at studying how their working shifts (night and day shifts) are associated with their work motivation.

Study Design: Cross sectional research design.

Place and Duration of Study: Study was conducted in Institute of Applied Psychology, Pakistan from December 2012 to June 2013.

Material and Methods: The sample comprised of 150 nurses selected from three teaching hospitals of Lahore. The age range of nurses was 19 years to 30 years (mean 21.57±1.45). Multidimensional Perceived Social Support Scale and Motivation at Work Scale were used to assess variables.

Results: There was significant positive relationship between the perceived social support and work motivation, besides; there was a difference in perceived social support and work motivation among nurses working in day and night shifts. In multiple regression analysis, working shifts and perceived social support emerged as the predictors of work motivation.

Conclusion: The present research emphasize the significance of working shifts and perceived social support in order to provide better work motivation.

Keywords: Day and night working shifts, Perceived social support, Work motivation.

INTRODUCTION

Perception about the presence of social support in times of need has an influence on the well-being and health of an individual. Work motivation is the set of energetic forces that help the individual to act or behave in a certain way to achieve goals. Work motivation is necessary for employees to do better work on their job. Social support can be defined in different manners such as social support is seen as the number of social contacts by a person or the compactness of their social networks[1]. The present research aims to investigate perceived social support and work motivation of nurses working in different work shifts.

Perceived social support is personal evaluation of resources received in a specific situation and through it the feelings of appropriateness and satisfaction[2]. Therefore, positive health outcomes are contingent with the social support network. In other words, low levels of social support are associated with the unhealthy state and delinquent behavior[3].

Moreover, perceived social support is the value of an individual's self-estimation or self-perception. It is linked with the thoughts of being affiliated, supported and satisfied by significant others[4].

Work motivation is the important organizational behavior that influences individual's performance at work. A highly motivated person performs 81 actions enthusiastically. But conversely, without work motivation, an individual easily gets bore or loses interest in performing tasks and the chances increase that the person may discontinue that work in future[5].

The term work shift explains a job timetable in which employees work hours are other than the regular hours of 8:00 a.m. to 5 p.m. or a timetable other than the standard workweek- Monday through Friday[6].

Work shift, particularly the night work shift may negatively influence the health and well-being of employees because of the disturbances in the normal circadian rhythm and in women it may influence hormones,

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reproductive functions and their role in the family system[7].

The stress and coping perspective suggests that support provides health by defending people from the unpleasant effects of strain. The relationship perspective proposes that the health outcomes of social support cannot be separated from relationship processes that often exist together and go hand in hand, such as friendship, intimacy, and low social disagreement[3].

Previous researchers[8] examined perceived organizational support, work motivation, and organizational commitments suggest that need for monetary gains and goal achievement and competition are basic components of work motivation contributed significantly to the prediction of job performance. Moreover research[9] on work motivation of nurses showed that the concept of work motivation has neither clear understanding nor universal definition is available. It may be concluded that staff nurses appear to be more motivated but the findings have limited empirical evidence.

The experiences of night shift registered nurses in an acute care setting in phenomenological study were explored[10]. Poor quality and quantity of sleep are the negative physiological influences of night shift nursing. In addition, positive facts were also seen such as autonomous practice and positive effects on personal time, which helps to maintain nursing on the night shift.

A research on work motivation and job satisfaction was conducted on 80 middle managers revealed that work motivation and job satisfaction are positively correlated[11].

Significant researches have been done on work motivation and organizational support[11-12]. It is important to see work motivation provided by the social support from surroundings for unmarried female nurses because they have more responsibilities. The work on motivation was done in relation to work motivation of nurses, job satisfaction, work investigation and motivation for learning. Limited work is available on the relationship of perceived social support and work motivation.

It is important to see the influence of perceived social support on work motivation of nurses working in day and night shifts. Therefore in the present research it was hypothesized that perceived social support and work motivation are correlated, further; there is a difference in perceived social support and work motivation of nurses working in day and night shifts.

The rationale of this research was to examine perceived social support and work motivation of nurses working in day and night shifts and difference in perceived social support and work motivation of nurses working in day and night shifts because of their working hours.

MATERIAL AND METHODS

This cross sectional study was conducted at Institute of Applied Psychology, Lahore, Pakistan in December 2012 to June 2013. The sample of the present study consisted of (n= 150) nurses with equal number of nurses working in day shifts as well as in night shift were selected (n=75) through non probability purposive sampling from three teaching hospitals of Lahore. Unmarried female nurses with the age range 19-30 years with minimum experience of one year were selected for the study. Married nurses and nurses with age of more than 30 years were excluded.

Multidimensional Scale of Perceived Social Support (MPSS) by Zimet, et al[13] was used to assess perceived social support. This scale has 12 items on 7 point Likert scale. The statements are like this; my family really tries to help me, I can count on my friends when things go wrong (1= very strongly disagree, 7= very strongly agree). MSPSS is a three-factor construct which is able to take into account the latent factors of Family, Friends and Significant Others across a variety of circumstances.

Motivation at work scale (MAWS) by Gagné, et al[14] was used to assess work motivation among employees. This scale has 12 items on 7 point Likert scale which is divided into four subscales that are external regulation, introjected regulation, identified regulation and intrinsic motivation. The statements are like this; l choose this job because it allows me to reach life goals, I choose this job because it

allows me make a lot of money (1= not at all, 7= exactly).

In order to conduct this research following ethical considerations were followed;

University of the Punjab, Lahore in order to initiate the data collection from hospitals. On the bases of authority letter permission was taken from the concerned authorities of three

Table-1: Demographic characteristics of the nurses (n=150).

Variables	Frequencies	Percentages
Duty Shifts		
Day shift	75	50%
Night shift	75	50%
Job experience		
One year	37	24.7%
Two years	27	18%
Three or more years	86	57.3%
Monthly income		
5000-10,0000	8	5.3%
11,0000-15,0000	102	68%
16,0000 or more	40	26.7%
Family system		
Nuclear	109	72.7%
Joint	41	27.3%

Table-2 :Comparison of perceived social support and work motivation between working shifts of nurses.

	Day shift (n=75)	Night shift (n=75)	
Variables	M (SD)	M (SD)	*p*
Perceived social support	72.1 (9.95)	62.63 (15.66)	< 0.001
Work motivation	67.15(11.54)	54.64 (16.02)	< 0.001

Note: df= 148.

Table-3: Work shifts, and perceived social support as predictors of work motivation (n=150).

Outcome Variables	Predictor	R2	B	t-p	
Work Motivation	Work Shifts	.39	-.23	-3.39	< 0.001*
	Perceived Social Support	.39	.51	7.42	< 0.001*

Note: For Work Shifts/ day shift= 1, and night shift=2.

Formal permission was taken from the authors to use their scales. The participants were briefly guided about the objectives and procedure of that research and were assured about their confidentiality. A consent form was filled by each participant that agreed to participate in research and they were assured that the information collected from them will be kept confidential. The participants were allowed to withdraw from the study at any time they wished. Accurate reporting of the results was done.

Permission from the authors of the scales was taken via emails. Authority letters were taken from Institute of Applied Psychology,

hospitals located in Lahore. A consent form was given to the participants to obtain their willingness to participate in the study. Before adm-inistration of the questio-nnaires partici-pants were informed about the research purposes. All the participants were assured that their confidentiality would be maintained.

Data Analysis

Data had been analyzed using SPSS version 17. Descriptive statistics were used to describe the results. Pearson correlation coefficients were used to study the relationship between Perceived Social Support and Work Motivation. To study the differences in perceived social support and work motivation

of nurses working in day and night shifts independent sample t-test was applied. Multiple regression analysis was applied to see work shifts and perceived social support as predictors of work motivation among nurses. As *p*-value was < 0.05 was considered as significant.

RESULTS

The mean age of nurses was 21.57 years (SD=1.45) and the mean number of the family members of the nurses was 8.09 (SD=2.68). Demographic description is given in table 1.

Perceived social support had significant positive correlation with work motivation (r = .59, *p* < 0.01) demonstrating that high perceived social support increased the work motivation of nurses.

Results indicated a significant difference of perceived social support and work motivation in day and night shift nurses. Nurses working in day shifts showed higher perceived social support and work motivation (Table-2).

Results revealed that duty hours and perceived social support emerged as significant predictors of work motivation. Perceived social support positively predicted the work motivation which meant that when perceived social support was high ultimately work motivation would be high. Whereas work shifts negatively predicted the work motivation of nurses (Table-3).

DISCUSSION

The results of the current study showed that perceived social support and work motivation were significantly positively correlated with each other. These findings are consistent with the research which has demonstrated a significant positive relationship between social support and commitment for work[15]. High levels of instrumental support produced significant levels of intrinsic motivation among nurses[16].

It was assumed that there will be a difference in the perceived social support and work motivation of nurses working in day and night shifts. Results reveal that the day shift nurses have more perceived social support and work motivation. However the nurses working in night shifts showed lower level of perceived social support and work motivation. These findings are consistent with the research[17] showed that nurses working in day shift tend to be more motivated. The results of the study showed that nurses working in night shifts experience psychosocial and physiological strain. Nurses do more complaints about night shift than the day shift and fewer nurses prefer to work on night shift[18]. Similarly, another study[19] mentioned that night shift nurses' undergo poorer conditions in relation to physical and interpersonal interactions than their daytime staff. Further it reveals that although night shift provides a flexible time for family and friends but at the same time night shift may reduce the social activities with their family and friends mainly due to the pervasive fatigue. Ahead it suggests that the night shift nurses perceive themselves as less regarded than the day shift nurses. Another finding[20] suggest that night shift interferes more with the family because it has the capacity to impede the social activities mainly due to fatigue. So the night shift nurses experience less familial perceived support.

Royal college of nursing[21] suggested that social rhythm depicts the social life of an individual. Shift work carries a separation from these shared rhythms of general life of an individual and can separate the person from his or her family and friends. Night shift nurses perceive less support partly from their friends and family and reduce their motivation to work.

Perceived organizational support is a predictor of work motivation. The findings reveal that there is a moderate relationship among perceived organizational support, organizational commitment, and work motivation[8]. Social work environment is an important factor in the nursing profession. Additionally, lack of social support (e.g., form direct supervisors and close colleagues) can deduce an important risk factor of nurses' turnover[22]. It is found that there was a relationship between working hours, nurse's fatigue and errors. Fatigue can reduce the productivity level and may lead to errors.

Several factors significantly affect work schedules and fatigue; among these factors are staffing schedules, decisions of nurses that are related to family and sleep, patient acuity, type of unit, and personal preferences for shift work and support for shift work[23].

CONCLUSION

There was a significant difference in perceived social support and work motivation of the nurses working in day and night shifts. In multiple regression analysis duty hours emerged as the predictor of work motivation which means that day shift nurses have more perceived social support and ultimately motivation to do work.

CONFLICT OF INTEREST

This study has no conflict of interest to declare by any author.

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