

THE ROLE OF PERCEIVED MOTIVATION AND WORKERS' PRODUCTIVITY WITHIN EDUCATIONAL SECTORS IN CROSS RIVER STATE, NIGERIA

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Abstract

The thrust of this paper is to unravel the role of perceived motivation and workers' productivity in educational sectors. By its objectives, It will show the importance of motivation to employees, It will reveal the strategies likely to motivate employees for better work results. To achieve the purpose of this study, one research question was posed, and one null hypothesis was generated. Survey research design was adopted for the study. A sample of seven hundred and ninety-two (792) respondents out of eight thousand one hundred and twelve (8112) administrative staff being the population was

randomly selected from this study. The selection was done through the stratified random sampling technique. Questionnaire was the main instrument used for data collection. The instrument was subjected to face validation. The reliability estimate of the instrument was established using the Cronbach-Alpha reliability method. Pearson Product Moment Correlation Analysis was the statistical analysis techniques adopted in the study. The hypothesis was subjected to testing at 0.05 level of significance with relative degrees of freedom. The results of the findings revealed that, there is a positive relationship between medical services as motivational factor and workers' productivity. Based on the findings of the study, it was recommended among others that management of all educational sectors should ensure that they build a healthy public policy, zero bills, subsidized medical services as motivational package for efficient and productivity.

Key words: Medical services, Motivation, Productivity

Introduction

In general, most organization exists for the purpose of providing services and at the same time working towards achieving profit motives. To attain sustainability and productivity in educational sector given the complexities and competitiveness in an organization, educational sectors must have their cardinal programme, provision of qualitative services as well as employee satisfaction. Thus, achieving this goal anchors mostly on employees' satisfaction. This is because employees can only work hard to achieve a corporate goal only when they are well motivated by their employees. Edoho & Arikpo (2019) pointed out that a highly motivated workforce is indispensable if high performance outcomes are to be achieved consistently in any organization. This goes in line to explain that a motivated employee will certainly perform better than his/her counterpart that is less or not motivated at all. 'Health' is defined as 'complete physical and mental well-being, not only the absence of illness or infirmity'. To achieve a state that is complete in terms of physical, mental, and social wellbeing, an individual or group must have the ability to recognize and realize their aspirations, satisfy their needs, and adapt to changing environments. (Onyejiaku 2015).

Therefore, health can be described as:

1. A resource for everyday living, not the goal of life
2. A positive concept that stresses the importance of personal and social resources along with physical abilities

3. Being created and lived in daily lives; where one learns, works, and plays
4. Being capable of taking care of oneself and having control over one's own life. (World Health Organization 2018)

Skipa (2011), For any tertiary institutions to its productivity, the said level of commitment needs to be sustained by devising all manners of motivational strategies. Though not exhaustive, these motivational strategies may include granting regular annual leave to workers, effective and affordable medical services as well as some fringe benefits. When these motivational strategies are effectively and deliberately incorporated in the management strategies, workers will be highly motivated which will translate to high level of commitment and increased productivity. Edoho, Olabisi & Arikpo (2022). Motivational strategies are those styles, approaches, methods, techniques that employers of labour choose as a reward package to commend, encourage, appreciate and compensate workers for being productive and also encourage them to do more.

Yisa (2017) has this to say, It is quite imperative for workers to be protected medically from injuries and ailments in workplace, but sometimes when injuries or ill-health are not prevented, other alternative remedies are sought. The medical services provided within institutions are inadequate because specialized physicians are not on ground; it is only during major cases of injuries and ailment that one is transferred to public or private hospitals for immediate treatment. Askon (2015) had observed that workers' level of productivity has abysmally diminished due to lack of proper medical service which result in ineffectiveness of workers, lack of readiness to work and lack of job satisfaction. Health promotion is one the major interventions employed in healthcare delivery generally as primary health care, health promotion enables individuals, families, populations and communities to adopt /or adapt lifestyles that promote and improve good health in working environment. It should be of help to the educational community to make the right choices that can improve their health. Each individual, population and community have factors that influence their health either positively or negatively. (Andong, Okey, Betiang, Edoho & Offiong 2023),

As noted by P. H. O. (2019), most sudden exhaustion and deaths are preventable as the health solutions are well known. A worker needs free

access to antenatal care, frequent check ups, stress inducement, conducive environment, effective flow of communication, and easy access to (ICT) information communication technology (Dielemam & H. 2014). Care and support within the departments by colleagues or administrators can motivate a staff emotionally even as medical Services and health lectures at every interval by medical professional team ought to be given to pregnant staff to promote and maintain the health of the woman and the unborn child till the safe delivery of a mature and healthy baby. Atif, Loveli & Rahman (2015), Improving maternal health is one of the eight millennium Development Goals (MDGs) adopted by the international community in 2000. Lots of workers' die untimely due to pressure of work, numerous challenges and complications around the world every day (WHO, 2018). Workers' in developing countries have a high average deaths rate than in developed countries, and their life time risk of death due to life style is higher. The probability that a 25-year-old woman/man will eventually die from complicated related causes is 1 in 3700 in developed countries versus 1 in 160 in developing countries (Behar 2015). The high rate of deaths and abandonment can be prevented with the use of different medical services channels which incorporates free medical checkup, subsidized drugs, free mosquito nets, free immunization, family planning and free antenatal health education for female workers'. (Andong, Okey, Betiang, Edoho & Offiong 2023). Maslow's hierarchy of needs of security and stability in health as means of promoting productivity, (Wikipedia 2014). In attempt to provide answers to questions and issues raised above, the researcher sought to investigate the role of motivational strategies in form of provision of effective and affordable medical services and workers' productivity in tertiary institutions in Cross River State, Nigeria.

Statement of the problem

Persistent complaints on delayed results of students, delay in processing of academic transcripts and other important documents, omission of students' results, poor management of official's records, poor documentation, widespread bribery and corruption and other forms of malpractices in tertiary institutions have been major source of concern in this study. Productivity as earlier expressed is the measureable output which an average worker contributes towards realizing the production baseline target of the institution. In order to achieve the institutional baseline target, it takes the collective commitment of the entire work force which works interdependently. Therefore, when individual worker fails to meet up

his/her job target or fails to do it properly, it affects the entire institutional target negatively hence leading to low productivity as enumerated above.

To the management, this syndrome is not a pleasant one as this will directly affect the productivity of such institution. Some workers carry out their functions excellently well while others perform below expectation. In spite of efforts by the management to provide modern and automated working equipment, relatively conducive working environment, workers still display attitudes like lateness to work or direct absenteeism, fake ailment claims, group gossips, loitering, engaging in other activities during official hours which engender low productivity as clearly seen in delay in processing students' results and transcripts, ineffective management of official records, ineffective documentation, low response to timeline work demands et cetera. These are obvious indices of low productivity in tertiary institutions.

On the other hand, workers blame the lack of commitment (low productivity) on the management insensitivity towards their welfare. Owing to non-implementation of agreements on welfare issues, The Non Academic Staff Union of Universities (NASU) and The Academic Staff Union of University (ASUU) had to go on a warning strike now and then over unpaid salary allowance(s) which is perceived to be one of the main motivator in tertiary institution.. The management failure to adopt effective motivational strategies has contributed immensely to the seeming low level of commitment to duty. Idika, Egbeji, Edoho, Egbai, eEkpo, Ojini, Arikpo, Eyong, Dan, Ubi & Ntino (2024)

Motivational strategies like conducive environment, affordable medical services and regular payment of other fringe benefits, calling for appraisals regularly without stringent conditions, approving and sponsoring staff for conferences and workshops, as well as other exchange programs are good motivators. Others include providing effective medical services, payment of honoraria, and hazards allowances in tertiary institutions,. Adopting these motivational strategies may boost workers level of commitment to enhance productivity.

Therefore, this study sought to answer the question whether motivational strategies have a relationship with workers' productivity.

Purpose of the study

The purpose of the study was to investigate the role of perceived motivational strategic and staff productivity in Cross River State.

Specifically, the study sought to:

1. ascertain the extent to which medical services relate to workers' productivity in tertiary institutions in Cross River State.

Research questions

To guide the study, the following research questions were posed.

1. How do medical services relate to workers' productivity in tertiary institutions in Cross River State?

Statement of the hypothesis

The following hypothesis is formulated to give direction to the study:

1. There is no significant relationship between medical services and workers' productivity in tertiary institutions.

Research Methodology

The research design adopted for this study was the survey design. The population of this study comprised eight thousand, one hundred and twelve (8112) administrative staff from the six tertiary institutions in Cross River State which include schools from Federal College of Education, Obudu (North); Cross River University of Technology, Calabar (south), School of Nursing and Midwifery, Itighidi (central), College of Health Technology, Calabar, College of Education Akamkpa and the University of Calabar, Calabar. Sampling technique adopted was a stratified random sampling techniques on the basis of three strata of educational zones. Simple random sampling technique was used to select staff / workers from six tertiary institutions in cross river state which constitute the sample for the study. Simple random sampling was adopted to select required number of staff from institutions base on different faculties,

This study adopted multi-stage sampling, In the first stage, stratified random sampling technique was adopted on the basis of institutions, and educational zones, namely: Ogoja, Ikom and Calabar educational zones. Stratified random sampling is a method of probability sampling in which the population was divided into different sub-groups and the elements are to be selected from each sub-group. Purposive sampling technique was used to ensure that only administrative staff of the six tertiary institutions in

Cross River State were selected to constitute the sample for the study. Simple random sampling technique was also adopted to select required number of administrative workers from each institutions. **The sample for this study was made up of eight hundred and eleven (811) administrative workers from the six tertiary institutions in Cross River State. This was randomly selected for the study with approximately 10% to ensure adequate representation of workers.** The data were analyzed using Pearson’s Product Moment Correlation Analysis at .05 significant level and 890 degree of freedom. The instrument for data collection was a modified likert questionnaire, it was constructed by the researcher under a close supervision and guidance of the researcher supervisor. The questionnaire consisted of three sections; A,B & C with the total of 40 items. Each item on the questionnaire require the respondents to express their opinion under Strongly Agree (SA), Agree (A), Disagree (D), & Strongly Disagree (SD). The scoring of the instruments was 4points, 3points, 2points, and 1 points respectively.

Presentation of results

H₀₁;

Hypothesis one; Medical services has no significant relationship with administrative workers’ productivity. The independent variable in this hypothesis is medical services while the dependent variable is administrative workers’ productivity. To test this hypothesis, medical services was correlated with administrative workers’ productivity using Pearson product moment correlation analysis. .

Table 1.

Pearson product moment correlation analysis of the relationship between medical services and administrative workers’ productivity (N=792)

Variables	$\sum x$	$\sum x^2$	$\sum y$	$\sum y^2$	$\sum xy$	r-cal
Medical services	13,622	155,619			464,382	0.256*
Administrative workers’ productivity	24,625	442,072				

* Significant at 0.05, critical r = 0.062, df = 790

The result of the analysis as presented in Table 1 revealed that the calculated r-value of 0.256 is significant at 0.05 level of significance with 790 degree of freedom. With this result, the null hypothesis which stated

that there is no significant relationship between medical services and administrative workers' productivity was rejected. This result implied that medical services have a significant positive relationship with administrative workers' productivity. The positive r showed that the higher medical services, the higher the administrative workers' productivity tends to be. On the other hand, the lower the medical services, the lower the administrative workers' productivity tends to be.

Discussion and Result

Medical services and administrative workers' productivity

The result of the hypothesis revealed that medical services have a significant relationship with administrative workers' productivity. The finding of this hypothesis is in line with the view of Skipa (2011) who observed that the specific objectives of laying sound foundation in workplace for the health of workers is a special way to stabilize productivity just as the saying goes, 'health is wealth'. In line with this work, the provision of medical services as ways of promoting productivity becomes necessary as indicated by the second needs in Maslow's hierarchy of needs of security and stability in health as means of promoting productivity. The term medical services tend to provides stability and for a secured environment and a stable mind that will definitely stabilize situations when needs arise. Workers are always very comfortable and relaxed when environment is decent and equipped with first aid treatment facilities. Therefore, creating a medical unit, subsidized drugs, subsidized laboratory tests and health workers within tertiary institution is a welcome idea.

Azeem and Akhtar (2014) also contributed by saying that, employees in such institutions have a moderate level of balance, job satisfaction and commitment which makes them productive and that a positive relationship between quality medical services and worker's productivity however, present competence, motivation and perception of their role in promoting health and wellbeing of workers' in an institutions. The results also stated that those who consult their doctors every now and then can be a role model as health educators, and that they themselves would be able to positively influence their health status in order to reduce stress since a medical centre could just be a stone throw.

CONCLUSION

Based on the findings from this study, it was concluded that affordable medical services have a significant relationship with workers' productivity in the study area. This research indicates, that the disruption of academic programs by universities unions through industrial actions over motivational strategies have significant undesirable negative influence on workers' productivity, it bestow on the workers' psyche, causing disheartenment, fatigue and inability to have a stable mind set towards high productivity and it is quite clear that post –strike semester is inevitable since insensitivity by employers' has become a major clog in the wheel of workers' progress. The federal government, state government, education administrators, as well as national universities commission should harmonize the needs of individual workers' with that of government. This suggest that if employees has open access to subsidized medical bill, health education, conducive working environment and prompt remuneration, it will goes a long way to toward improving their morale in the job.

RECOMMENDATIONS

In the light of the findings, the following recommendations were made:

1. Institutions of learning should offer free medical bills, check- up at some point, and workers' development should be given in order to build up capacity for better attitude to work, sound health of mind and body which in turn provide room for advancement and promotion.
2. Staff remuneration, training, leave grants, regular promotionarrears, is a right not a privileged of a worker so they should be incorporated to reduce economic behavioral disorders. serves as legitimate interest to enhance workers' commitment.
3. Health educators should intensify their efforts in sensitizing wokers' on the need to exercise themselves, take enough rest in order to be more productive in their area of work.

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