WORK MOTIVATION, SELF-ESTEEM AND INFORMATION SHARING AMONG RECORDS MANAGERS IN HOSPITALS IN NIGERIA

Gloria Ngozi EZE
Central Bank of Nigeria Library,
FCT, Abuja

Samuel NSSIEN
University Library
Achievers University, Owo
Ondo State

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Abstract
The study investigated the influence of work motivation and self-esteem on information sharing among records managers in hospitals in Oyo State, Nigeria. The survey design of the correlational type was adopted for the study. Findings revealed the respondents' age was 40.50± 2.45 years while 53.3% were female. Respondents work motivation (x = 2.87), self-esteem (x = 2.56) and information sharing (x = 2.73). Work motivation (r = 0.45) and self-esteem (r=0.55) had significant positive relationship with information sharing. Work motivation and self-esteem jointly predicted information sharing ((F (4,488) = 66.68, Adj. R2 = 0.48), accounting for 48.0% of its variance. Work motivation (β = 0.10) and self-esteem (β = 0.03) significantly contributed information sharing of records managers in Oyo State hospitals. Motivation and self-esteem influenced information sharing of records managers in hospitals in Oyo State, Nigeria. Therefore, concerted efforts should be made by management and other stakeholders of hospitals in Oyo State, Nigeria to take cognisanse of these factors for effective sharing of information.

Keywords: Information sharing, Motivation, Self-Esteem, Records managers in Oyo State Hospitals.

Background to the study
Hospitals through their activities generate records and information that are vital to their operations, some of which appear in form of patient health information, correspondences, reports, mails, circulars, and forms, and as an organisational resource that serves many functions in the operation of such hospitals. This health information is scattered in various offices, units, departments, which make their storage and retrieval problematic. Some of this health information is essential to the day-to-day management of patients and administration of the hospitals; as a result, they function as the livewire of the hospitals as they have historical, legal, administrative and monetary values, and subsequently aid planning, decision-making, and control of the various hospitals.

Universal access to quality health care and optimum patient safety is the goal of health systems and governments everywhere on the planet. The proper management of health information is paramount to the achievement of this goal. The issues associated with human resources as it relates to the fulfilment in their various jobs have, however,

made that attainment of this goal a mirage. Despite the fact that developed countries have made tremendous achievements towards the attainment of this goal, several developing countries like Nigeria is still lagging behind due to certain problems relating to the career fulfilment of health information management personnel within the varied hospitals across the country (Stevens and Rancourt, 2014).

Good medical care depends on prompt information or adequate records keeping, and without accurate, comprehensive, up-to-date and accessible patient case notes, medical personnel might not offer the best treatment or might, in fact, misdiagnose a condition that may have serious consequences (Yaya, Asunmo, Abolarinwa and Onyenekwe, 2015). Therefore, good health information management ensures that hospital's administration runs smoothly through the disposal of unneeded records; keeping of storage areas clear and accessible; guaranteeing that key information are found quickly, through time saving and resources. The management of health information gives proof of clinicians' accountability for its actions as they form a key source of data for medical analysis, statistical reports and health information systems.

Effective and economic health information management method may be a necessary ingredient for proper coordination of human, material and infrastructural resources in health establishments and hospitals. The provision of health information is crucial in achieving health establishments' goals but much more vital is the proper management of this health information and medical information (Akporhonor and Iwhiwhu, 2007). In other words, to be of maximum value, health information should be properly managed and organised. Health information management or medical records management, according to Healthcare Records Management Steering Committee (NHO, 2007) is the systematic and consistent management of all health records held throughout their lifecycle. However, it takes health information personnel that are committed, dedicated and fulfilled in their job to ensure the efficient management of health information or health records in hospitals.

Meanwhile, health information management could be represented as a useful tool in hospitals administration and in order to take advantage of past experiences, accurate information and good records keeping ought to form the bedrock of designing for the future in hospitals. The tasks engaged in by hospitals are sometimes documented as official records containing essential and crucial information of actions and events that are kept and preserved for easy retrieval and utilization, once required. Thus, Nwaomah (2014) describes health information as a vital resource for health establishments and hospitals.

Health information management has, therefore, been delineated as the management science of controlling the quantity, qualities and prices of medical information that encompass the procedural system operations, space, equipment, and employees needed to administer the information (Mohammed, Tetteh and Azumah, 2018). Thus, accurate health information goes a long way in enhancing the effectiveness of teaching hospitals administration. In spite of the indispensable price of health information and the quantity of money spent on its creation and maintenance, the management of

health information by health information management personnel would result in economy and efficiency in creation, use and maintenance, as well as disposition that is rarely thought of as the highest priority of tertiary health care system (Popoola, 2009).

Health information management processes involve the creation, capturing, maintenance, use, retention and disposal, among others. These processes require the attention of health information management personnel whose job apart from development of filing and retrieval systems embrace files management, mail, and telecommunications management. The selection and management of office copying machines, the development, maintenance of important records and information programmes, as well as determining whether or not centralised or decentralised filing systems are applicable, are all parts of the assigned duties of the personnel. In short, for health service delivery to be effective in teaching hospitals, there must be an effective health information management system. Factors like lack of welfare package, lack of organisational culture, work environment, work ethics, motivation, self-esteem and availability of information, could prevent a health information management personnel from sharing information. However, only issues relating to work motivation, self-esteem and information sharing were considered.

Motivation is often seen as the willingness of an individual to exert and maintain a trial towards attaining organisational goals that replicate interactions between staff and their operating environment (Sato, Maufi, Mwingira, Leshabani, Ohnishi and Honda, 2017). Popoola (2009) averred that work motivation is a force that maintains and changes the quality, intensity, and direction of behaviours toward arousing the interest of workers by constantly and willingly executing their assigned responsibilities without any coercion or with little or no supervision from superiors. Therefore, for workers to perform optimally in their chosen career, the organisation has to put in place some motivating factors such as awards, promotion, job satisfaction, career advancement, salary and benefits tailored towards individual needs.

The work motivation of health information management personnel in hospitals in Nigeria has to do with the choice of suitable factors such as salary, welfare package, career development, conducive environment, and satisfactions derived on the job that could propel the personnel to perform at their optimum level. Work motivation is an important part of the management of an organisation.

The health information management personnel in their various medical records offices have to be adequately motivated through the provisions of a conducive working environment, adequate remunerations, training, and retraining, as well as promotions to aid their willing participation in the proper management of health records management which ultimately may encourage them to share information among themselves. Various researches conducted in several establishments and organisations that enclosed healthcare establishment in Nigeria had established poor management of medical records due to poor and prompt information sharing. Like several developing countries, Nigeria inclusive, this poor management of health information could result in varied factors related to human, material and infrastructural facilities for proper

management of health information or medical records. Thus, once health information management personnel are properly motivated, they ultimately develop some high sense of self-esteem and self-confidence in themselves that they are willing to accomplish the tasks committed into their hands. In other words, their high self-esteem is enhanced to motivate them further to perform and work harder.

Self-esteem of health information management personnel is delineated as the overall sense of their self-worth or personal worth that is typically seen as a personality trait that tends to be stable and enduring (Busari, 2013). It is thus, associated with an individual's personnel various evaluations of self as being good, bad, or mediocre. Meanwhile, a health information management personnel with high self-esteem perceives self as higher, more capable, and of larger value than those with low self-esteem. This self-esteem of health information management personnel involves a range of beliefs regarding themselves, as look, emotions, and behaviors' that enable them to partake in specific methods and the ability to adapt to a new state of affairs. Thus, the capability of health information management personnel to perform their given tasks in meeting various challenges and being worthy of happiness due to the promotion opportunity, pay rise and supervision could lead to their job performance.

The findings by Dai and Song (2016) rIt was, however, the feelings of psychological stress result of performance that could cause an increase in self-esteem. This in essence, means that when workers are fulfilled in their career, there is the tendency for an increase in their self-esteem, as well as increase in their job performance. Therefore, high self-esteem of health information management personnel could lead on to a cheerful, gratifying and purposeful career fulfilled life for the personnel. Health information management personnel with high self-esteem are better able to relate to co-workers and personnel within, as well as those outside their hospital establishment (Wieten, 2010), in order to share meaningful and very important information. Therefore, the sharing of information is very important in every sector of human endeavor and for service delivery in health sector because health information moves from one unit of the hospital to another. So, health information must be share among the health information management personnel in hospitals for effective health service delivery to the hospital patients, and in fulfilment of personnel's career goal.

The sharing of relevant, work related, and health information among health information management personnel is a signal of team work in the profession, and which might be considered as the key ingredient for hospitals that seek to remain competitive in healthcare management. Information sharing within the context of this study is the exchange of health information among health information management personnel, pharmacists, nurses, medical practitioners, and other staff in order to boost the quick, economical and effective provision of health information and health service delivery to the hospital's prospective information users.

On the other hand, Vidal and Moller (2007) declared that information sharing enables subordinates to regulate their efforts to the organisation's prospects, as much as their self-development. It could, therefore, be inferred that an informed health information

management personnel would be equipped to use the shared health information to have a significant competitive advantage to improve self in decision-making, communication, cost reduction and coordination, among other benefits. A good health information system brings together all relevant partners and stakeholders to ensure that users have easy access to a reliable, authoritative, useable, understandable, and comparative data (WHO, 2008). Thus, every member of the profession, irrespective of their hospital, is involved in a process of health information sharing for appropriate use and for a broader healthcare system. It is in line with the foregoing that this study investigated. The researcher is unaware of any study that has investigated the combined effect of work motivation, self-esteem, information sharing and use on career fulfilment of health information management personnel in federal teaching hospitals in Southern Nigeria.

Objectives of the study
The specific objectives are to:
i.   examine the extent to which records managers in hospitals in Oyo State are motivated in their work;
ii.   ascertain the level of self-esteem among records managers in hospitals in Oyo State, Nigeria;
iii.   determine the purpose and level of information sharing among records managers in hospitals in Oyo State, Nigeria;
iv.   determine the relationship between work motivation, self-esteem and information sharing among records managers in hospitals in Oyo State, Nigeria;
v.   ascertain if work motivation and self-esteem have joint contribution on information sharing among records managers in hospitals in Oyo State Nigeria; and
vi.   determine the relative contributions of work motivation and self-esteem on information sharing among records managers in hospitals in Oyo State, Nigeria.

Research questions
The study answered the following research questions derived from the objectives:
1.   To what extent are health records managers in hospitals in Oyo State, Nigeria motivated in their work?
2.   What is the level of self-esteem among records managers in hospitals in Oyo State, Nigeria?
3.   What is the purpose and level of information sharing among records managers in hospitals in Oyo State, Nigeria?

Hypotheses
The following null hypotheses were formulated and tested at 0.05 level of significance:
1.   There is no significant relationship between self-esteem and information sharing in hospitals in Oyo State, Nigeria.
2.   There is no significant relationship between work motivation and information sharing among health information management personnel in federal teaching hospitals in Southern, Nigeria.

3. There is no significant relationship between work motivation and self-esteem of records managers in hospitals in Oyo State, Nigeria.
4. There is no significant joint contributions of work motivation and self-esteem to information sharing among records managers in Oyo State, Nigeria
5. There is no significant relative contributions of work motivation and self-esteem to information sharing among records managers in hospitals in Oyo State, Nigeria.

Research Methodology

This study adopted the descriptive survey design of the correlational type. The population of the study, therefore, comprised 631 records managers that were spread across the ten (10) hospitals in Oyo State. Total enumeration procedure was adopted to include all records managers in the selected hospitals due to the fact that the number of personnel was not too large and can be adequately managed. The research instrument that was adopted for this study is the questionnaire which comprised 4 sections. The first section, Section A, of the questionnaire labeled 'Demographic Information of Records Managers scale (DIRMS) aimed at gathering data on the personal information of respondents such as Age, Sex, Institutional Affiliation, Designation, Highest Educational Qualification, and Work Experience, among others. Section B of the questionnaire tagged 'Work Motivation of Records Managers scale' (WMRMS) was designed to elicit information on issues relating to work motivation as it relates to records managers. This contained 27 items measured on a 4-point Likert scale of "Strongly agree = 4," "Agree = 3," "Disagree = 2," and "Strongly disagree = 1." It has a reliability coefficient of 0.72 using Cronbach-Alpha method. Section C is the 'Self-Esteem of Records Managers Scale' (SERMS). It was dedicated to gather information on self-esteem of the records managers in the selected hospitals. The self-esteem scale was measured using a four-point Likert scale of 'Strongly Agree = 4,' 'Agree = 3,' 'Disagree = 2,' and 'Strongly Disagree =1,' It contained 30 items comprising statements to which the respondents indicated the option that best applied to them. The Self-Esteem Scale was adapted from Sorensen (2006). Section D was tagged 'Information Sharing of Records Managers Scale (ISRMS) and was designed to gather data on information sharing of records managers. The section contained 10 items to which the respondents indicated their extent of satisfaction or dissatisfaction measured on a 4-point Likert scale of 'Very True of Me = 4', 'True of Me = 3,' 'Occasionally True of Me = 2,' and 'Never True of Me = 1.'

To ensure the content validity of the questionnaire, the questionnaire was trial-tested on thirty (30) records managers at the Victory Hospitals, Eleyele, Ibadan, Oyo State, Nigeria. The hospital was not part of the hospitals selected for the study. The data collected were subjected to reliability test using the Cronbach Alpha method and the reliability coefficient result for each of the scales is reported as follows: Work Motivation ($α = 0.76$), Self-Esteem ($α = 0.70$) and Information Sharing ($α = 0.73$). The overall reliability of the instrument was 0.75, making the research instrument reliable to elicit the needed data for the study.

Interpretation of Results and Discussion of Findings
The population size for the study consisted of 631 records managers spread across 20 hospitals in Oyo State, Nigeria. Out of a total of 631 copies of the questionnaire administered to the respondents, 504 were returned but only 493 copies were found useful with useable data for the study. The response rate was 78.1%, which is considered adequate for the study.

Demographic characteristics of the respondents
According to information on the demographic information of the respondents, the results revealed that there were more females 263 (53.3%), than males, 230 among the respondents which may mean that there are more female records managers in hospitals in Oyo State, Nigeria. The result further showed that larger percentage of 186 (37.7%) of the respondents fell within the age range of 41-50 years which is closely followed by respondents within the age range of 31-40 years, and 51-60 years with response rates of 110 (23.3%) and 106 (21.5%) respectively. It can, therefore, be deduced based on the information on the age range that most of the respondents, 402 (82.5%) were within the age range of 31-60 years which implies that there are more older records managers within the age range of 31-60 years than those within the age range of 20-30 years.

Results on the designation of the respondents showed that there were more records assistants 107 (21.7%) among the respondents than other categories of the designation. This closely followed by senior records managers and higher records officers with response rates of 97 (19.7%) and 88 (17.8%) respectively. It can be deduced from the result that there were more senior records managers than the junior personnel in hospitals in Oyo State, Nigeria. The respondents with the highest work experience who had worked for 20 years and above had a response rate of 43 (8.7%) while the personnel with the least experience in the profession who had worked for less than 5 years had a response rate of 92 (18.7%). This in essence, translates to mean that hospitals in Oyo State, Nigeria had very few numbers of records managers who had worked for 20 years and above. Results on the educational qualification possessed by the respondents showed that most of the respondents, 421 (85.4%) possessed qualifications ranging from OND to Bachelor degrees while only few of the respondents 72 (14.6%) had higher qualifications such as PGDE and Master Degrees. However, respondents with HND and OND certificate constituted the larger portion of the respondents with 170 (34.4%) and 191 (38.82%) response rates respectively. The inference to be drawn from this result is that there are more records managers with lower certificates and degree than those with higher degrees in hospitals in Oyo State, Nigeria.

Research question 1: To what extent are records managers in hospitals in Oyo State, Nigeria motivated to work?

In doing this, responses from respondents' rate on work motivation were taken and the result summarised in Table 1

Table 1: Response rate of health information management personnel work motivation in federal teaching hospitals in Southern Nigeria

S/N	Items	4 N %	3 N %	2 N %	1 N %	Mean	Std Dev
1.	Well-motivated staff have a positive attitude toward work	135, 7.3%	106, 21.5%	125, 23.9%	127, 25.4%	3.05	1.88
2.	Fat salaries are the best tools with which to motivate workers	158, 32.0%	99, 20.1%	124, 25.0%	112, 22.7%	3.02	1.87
3.	The work I do is interesting	156, 31.6%	95, 19.3%	141, 28.6)	101, 20.5%	2.99	0.84
4.	I have a mentor who keeps me alert and motivated in my work	179, 36.3%	75, 15.2%	127, 25.8%	112, 22.7%	2.99	0.80
5.	I arrive at the office on time and do not leave early	169, 34.3%	102, 20.7%	114, 23.1%)	108, 21.9%	2.98	0.78
6.	I participate in training to improve my own skills and competencies	180, 36.5%	87, 17.6%	115, 23.4%	111, 22.5%	2.95	0.77
7.	Hospitals, staff clubs, staff quarters, etc are important if a worker must perform well	183, 37.1%	82,16.6%	116,23.5%	112,22.7%	2.95	0.79
8.	Groups that fight for staff welfare within an establishment should be established, promoted and encouraged	180, 36.5%	83, 16.8%	119, 24.1%	111, 22.6%	2.95	0.77
9.	The welfare facilities has helped in motivating staff for increased productivity	186, 37.7%	88, 17.8%	113, 22.9%	106, 21.6%	2.94	0.75
10.	I regularly think / worry on issues	186, 37.7%	91, 18.5%	109, 22.1%	107, 21.7%	2.94	0.73
11.	Workers welfare should be a paramount issue of concern to employers	176, 35.7%	98, 19.9%	105, 21.3%	114, 23.1%	2.94	0.72
12	Conductive working condition has helped to increase my productivity	175, 35.5%	104, 21.1%	131, 26.6%	83, 16.7%	2.92	0.69
13.	Safety practices for the welfare of employee is entrenched in my organization	180, 36.5%	100, 20.2%	112, 22.7%	101, 20.5%	2.92	0.64

14.	It is important that the chief executive officer cooperates with staff	184, 37.3%	87, 17.6%	122, 24.7%	100, 20.3%	2.92	0.63
15.	Motivation is important in the organization	184, 37.3%	95, 19.3%	122, 24.7%	92, 18.7%	2.88	0.60
16.	Staff work best when working equipment and facilities are provided	198, 40.2%	86, 17.4%	96, 19.5%	113, 22.9%	2.87	0.58
17.	Working attitude is affected by the challenges encountered on the job	195, 39.6%	95, 19.3%	94, 19.1%	109, 22.1%	2.86	0.56
18.	Even without motivation, some workers still put in their best	209, 42.4%	75, 15.2%	93, 18.9%	116, 23.5%	2.85	0.55
19.	Favouritism on the part of administration can contribute to much productivity	204, 41.4%	81, 16.4%	94, 19.1%	114, 23.1%	2.80	0.53
20.	Workers will still perform well even if salary is delayed	206, 41.8%	77, 15.6%	99, 20.1%	111, 22.5%	2.80	0.52
21.	Workers put in their best when they are placed under little or no supervision at all	194, 39.4%	95, 19.3%	99, 20.1%	105, 21.3%	2.80	0.52
22.	There is health insurance scheme to take care of staff and dependants	189, 38.3%	96, 19.5%	114, 23.1%	94, 19.1%	2.79	0.50
23.	Housing facility provided has made me to be more comfortable	200, 40.6%	85, 17.2%	109, 22.1%	99, 20.1%	2.79	0.48
24.	Regular payment of staff salary contributes to industrial harmony	193, 39.1%	95, 19.3%	114, 23.1%	91, 18.5%	2.75	0.46
25.	Inter-personal relationship between top management and staff should be encouraged	208, 42.2%	89, 18.1%	89, 18.1%	107, 21.7%	2.70	0.43
26.	Rewarding good work and excellence can contribute to more excellence and healthy competition	209, 42.4%	83, 16.8%	90, 18.3%	111, 22.5%	2.69	0.42
27.	Receiving credit for work done affect your morale at work	206, 41.8%	99, 20.1%	84, 17.0%	104, 21.1%	2.50	0.38
	Grand Mean					77.54	

Key: Strongly Agree (SA = 4), Agree (A = 3), Disagree (D = 2), Strongly Agree (SD = 1)

Table 1 presented response on records managers work motivation in hospitals in Oyo State, Nigeria and the findings showed that most of the respondents indicated that items such as "Well-motivated staff have a positive attitude toward work" (x = 3.05), "Fat salary are the best tools with which to motivate worker" (x = 3.02), "The work I do is interesting"(x = 2.99), and "I have a mentor who keeps me alert"(x = 2.99) ranked highest among the list of items on the work motivation scale. Items such as "Inter-personal relationship between top management and staff should be encouraged" (x = 2.70), "Rewarding good work and excellence can contribute to more excellence"(x = 2.69), and "Receiving credit for work done affect your morale at work" (x = 2.50) ranked lowest.

In determining the extent to which records managers are motivated in hospitals in Oyo State Nigeria, test norm method was used as presented in Table 2.

Test norm of the extent to which records managers in hospitals in Oyo State, Nigeria are motivated to work

The test norm for work motivation scale is a score of 1 – 36 considered lowly motivated, 37 – 73 as moderately or fairly motivated, while 74 – 108 is considered highly motivated.

Thus, the overall mean score of the extent of records managers motivation in hospitals in Oyo State, Nigeria is 77.54, which falls within the range of 74 – 108, considered as highly motivated level. This clearly shows that records managers are highly motivated in hospitals in Oyo State, Nigeria. The reason being that majority of the respondents claimed that they are motivated by being rewarded for good work and excellence; motivated because they have inter-personal relationship with top management; that they receive credits for work done; that they are motivated because they have adequate working equipment and that facilities are provided.

Table 2: Test norm table of the extent to which records managers are motivated in hospitals in Oyo State, Nigeria

Interval	Total mean score	Remark
1 - 36	-	Lowly motivated
37 – 73	-	Moderately / Fairly motivated
74 – 108	77.54	Highly motivated

Research question 2: What is the level of self-esteem among records managers in hospitals in Oyo State, Nigeria?

In answering research question two, respondents' response rate of self-esteem was taken and the result summarised as in Tables 3.

Table 3: Level of self-esteem among health information management personnel in federal teaching hospitals in Southern Nigeria

S/N	Items	SA N %	A N %	D N %	SD N %	Mean	Std Dev
1.	I tend to think negatively much of the time	124, 25.2%	118, 23.9%	109, 22.1%	142, 28.8%	3.04	1.98
2.	I often think that others don't respect me	140, 28.4%	91, 18.5%	122, 24.7%	140, 28.4%	3.04	1.96
3.	I think life is harder for me than for most other people	128, 26.0%	112, 22.7%	123, 24.9%	130, 26.4%	2.99	0.97
4.	I often compare myself to others	148, 30.0%	89, 18.1%	126, 25.6%	130, 26.4%	2.95	0.87
5.	I intend to let fear and anxiety control many of my decisions	143, 29.0%	107, 21.7%	110, 22.3%	133, 27.0%	2.93	0.86
6.	I felt inferior or inadequate as a child	139, 28.2%	105, 21.3%	129, 26.2%	120, 24.3%	2.91	0.84
7.	I find it difficult to hear criticism about myself	159, 32.3%	90, 18.2%	104, 21.1%	140, 28.4%	2.91	0.83
8.	I often feel like I don't know what is expected of me	161, 32.7%	103, 20.9%	102, 20.7%	127, 25.8%	2.88	0.80
9.	I grew up in a dysfunctional home	164, 33.2%	89, 16.1%	125, 25.4%	115, 23.3%	2.87	0.78
10.	I am very critical of myself and others	158, 32.0%	110, 22.3%	106, 21.5%	119, 24.1%	2.86	0.77
11.	I tend to be perfectionist, needing to look perfect and to do things perfectly	158, 32.0%	100, 20.3%	121, 24.5%	114, 23.1%	2.82	0.75

12.	When someone mistreats me, I think that I must have done something to deserve it	173, 35.1%	78, 15.8%	119, 24.1%	123, 24.9%	2.78	0.73
13.	I often find myself angry or hurt by the behavior of others	154, 31.2%	112, 22.7%	110, 22.3%	117, 23.7%	2.76	0.73
14.	I am very fearful of criticism	159, 32.2%	100, 20.2%	119, 24.1%	115, 23.3%	2.75	0.72
15.	I rely on the opinion of others to make decision	166, 33.7%	103, 20.9%	101, 20.5%	123, 24.9%	2.75	0.72
16.	I often feel that others mistreat me and or take advantage of me	132, 26.8%	108, 21.9%	104, 21.1%	149, 30.2%	2.72	0.70
17.	I often refrain from sharing my opinions	170, 34.5%	95, 19.3%	111, 22.5%	117, 23.7%	2.71	0.70
18.	I often make decision on the basis of what would please others	164, 33.3%	111, 22.5%	100, 20.3%	118, 23.9%	2.69	0.69
19.	I am very concerned about my appearance	174, 35.3%	100, 20.3%	100, 20.3%	119, 24.1%	2.69	0.69
20.	I frequently think negative thoughts about myself and others	178, 36.1%	100, 20.3%	99, 20.1%	116, 23.5%	2.69	0.68
21.	I am fearful that I will say or does something that will make me look stupid or incompetent	185, 37.5%	88, 17.8%	113, 22.9%	107, 21.7%	2.69	0.67
22.	I am easily embarrassed	170, 34.5%	119, 24.1%	99, 20.1%	105, 21.3%	2.68	0.65
23.	I have avoided making changes in my life	186, 37.7%	101, 20.5%	90, 18.3%	116, 23.5%	2.57	0.64
24.	I often feel depressed about things I've said and done	182, 36.9%	102, 20.7%	109, 22.1%	100, 20.3%	2.69	0.63
25.	I often get defensive and strike back when I perceive I am criticized	182, 36.9%	107, 21.7%	99, 20.1%	105, 21.3%	2.55	0.62
26.	I tend to think that I have higher standard than others	192, 38.9%	86, 17.4%	116, 23.5%	99, 20.1%	2.54	0.61
27.	I am easily discourage	187, 37.9%	107, 21.7%	96, 19.5%	103, 20.9%	2.53	0.60

28.	I often feel like I don't know the right thing to do or say	201, 40.8%	90, 18.3%	98, 19.9%	104, 21.1%	2.47	0.60
29.	I think others are very focused on – and critical of – what I say and do	201, 40.8%	103, 20.9%	86, 17.4%	103, 20.9%	2.44	0.59
31.	I generally feel anxious in new social situations where I may not know what is expected of me	208, 42.2%	88, 17.8%	96, 19.5%	101, 20.5%	2.42	0.57
	Weighted Mean					2.56	
	Grand Mean					77.06	

N = 493

Key = Strongly Agree (SA= 4), Agree (A = 3), Disagree (D = 2), Strongly Agree (SD = 1)

Table 3 presents the result of the response rate on self-esteem of records managers in hospitals in Oyo State, Nigeria. The result revealed that most of the respondents with statements such as "I tend to think negatively much of the time," 251 (50.9%; x = 3.04), "I often think that others don't respect me," 262 (53.1%), "I think life is harder for me than for most other people," 251 (51.3%), and "I often compare myself to others," 256 (52.0%). Also, these items ranked highest on the mean rating scale with values of 3.04, 3.04, 2.99 and 2.95 respectively. On the other hand, most of the respondents agreed with items such as "I often feel like I don't know the right thing to do or say," 291 (59.1%), "I think others are very focused," 304 (61.7%), and "I generally feel anxious in new social situation where I may not know," 296 (60.0%) with mean rankings of 2.47, 2.44, and 2.42 respectively. It can generally be inferred from the result of the scale that most of the respondents agreed with statement that supported high self-esteem. Also, since the weighted mean of 2.56 is greater than the criterion mean of 2.50 set for high self-esteem level, it can be deduced from the results that the level of self-esteem of records managers in hospitals in Oyo State, Nigeria is high.

In further affirming the result established above in determining the level of self- esteem among records managers hospitals, the test norm method was used as presented in Table 4.

Test norm of level of self- esteem among records managers in hospitals in Oyo State, Nigeria

The test norm for the self-esteem is a score of the level of 1 – 60, which is considered as low self-esteem and 61 – 120 as high self-esteem. Thus, the overall mean score of the level of self- esteem among records managers in hospitals in Oyo State, was 77.06. It falls within the range of 61-120 which was considered high self-esteem level. This clearly shows that records managers in hospitals in Oyo State, Nigeria possessed high self-esteem.

Table 4: Test norm table of the level of self-esteem of records managers in hospitals in Oyo State, Nigeria

Interval	Total mean score	Remark
1 – 60		Low self-esteem
61 – 120	77.06	High self-esteem

Research question 3: What is the purpose of information sharing among records managers in hospitals in Oyo State, Nigeria?

Ten factors relating to the purpose of information sharing among the respondents were tested in order to answer the research question and the result is presented in Table 4.8.

Table 5: Purpose of information sharing among records managers in hospitals in Oyo State, Nigeria

S/N	Items	VTM	TM (%)	OTM (%)	NTM (%)	Mean	Rank
1.	I really make work related information available to my colleagues	163, 33.1%	88, 17.8%	103, 20.8%	139, 28.2%	2.88	0.89
2.	I will always hoard information that is very important to problem solving	159, 32.3%	98, 19.9%	97, 19.7%	139, 28.2%	2.81	0.86
3.	Most often times, I provide forum to discuss ideas	147, 29.8%	117, 23.7%	106, 21.5%	123, 24.9%	2.78	0.84
4.	I will share information with my co-workers in exchange for a reward	159, 32.3%	99, 20.1%	113, 22.9%	122, 24.7%	2.77	0.82
5.	I encourage my subordinates to share information with me	158, 32.0%	108, 21.9%	103, 20.9%	124, 25.2%	2.74	0.77
6.	I do not let personal disagreement interfere in my duty to make vital information available	154, 31.2%	119, 24.1%	104, 21.1%	116, 23.5%	2.70	0.75
7.	I do not place restrictions on information	170, 34.5%	99, 20.1%	105, 21.3%	119, 24.1%	2.68	0.73
8.	Most frequently, I request information from my co-workers	164, 33.3%	112, 22.7%	102, 20.7%	115, 23.3%	2.66	0.70

9.	Sharing information with my co-workers make me lose my power	178, 36.1%	96, 19.5%	100, 20.3%	119, 24.1%	2.62	0.68
10.	I enjoy sharing processed	181,	105,	93,	114,	2.61	0.66
	Weighted Mean					2.73	
	Grand Mean					27.25	

N = 493

Key: VTM = 4 (Very True of Me), TM = 3(True of Me), OTM = 2 (Occasionally True of Me), NTM = 1(Never True of Me)

Result from Table 5 on the purpose of information sharing among the health information management personnel revealed that most of the respondents are in agreement with the statements that supported ease of information sharing. For instance, majority of the respondents affirmed their support for statements such as "I really make work related information available" (251, 50.9%), "Most often times, I provide forum to discuss ideas" (264, 53.5%), "I will share information with my co-workers in exchange for a reward" (258, 52.4%), and "I encourage my subordinates to share information with me" (266, 53.9%). These statements/items also ranked highest on the scale mean ranking with values of 2.88, 2.78, 2.77 and 2.74 respectively which implied that there is a high level of information sharing among the respondents. To further support this inference is the fact that the weighted mean of 2.73 is greater than the criterion mean of 2.50 set for high level of information sharing among the respondents. Also, the fact that the mean ranking of most of the items on the information sharing scale ranked above the weighted mean can also be used to establish the fact that there is a high level of information sharing among the respondents. It can, therefore, be established that there is high level of information sharing among records hospitals in Oyo State, Nigeria.

Going further to determine the level of information sharing among records managers in hospitals in Oyo State, Nigeria is presented in Table 6.

Test norm of level of information sharing among records managers in hospitals in Oyo State, Nigeria

The test norm for information sharing is a score of the level of 1 – 14 that is considered as low, 15 – 27 as moderate or fair, and 28 – 40 is considered as high.

Thus, the overall mean score of the level of information sharing among records managers in hospitals in Oyo State, Nigeria of 27.25 falls within the range of 28 - 40 which is considered high level of information sharing. This clearly shows that the purpose of information sharing among records managers in hospitals in Oyo State, Nigeria is high. The reasons being that majority of the respondents claimed that they

share information for the purpose of organisational or corporate goals; that work-related information is shared for utilisation; they share information in order to discuss ideas; and that information are share for reward, etc.

Table 6: Test norm table of level of information sharing among records managers in hospitals in Oyo State, Nigeria

Interval	Total mean score	Remark
1 - 13		Low
14 – 27		Moderate / Fair
28 – 40	**27.25**	High

Test of Hypotheses

Hypothesis 1: There is no significant relationship between work motivation and self-esteem of health information management personnel in federal teaching hospitals in Southern Nigeria.

Table 7: Relationship between work motivation and self- esteem of records managers in hospitals in Oyo State, Nigeria

Variables	Mean	Std. Dev.	N	r	Sig. P
Work motivation of health information management personnel	77.52	22.81			
			493	.630**	.000
Self-esteem of health information management personnel	82.33	22.80			

*Sig. at .05 level

Table 7 showed that there was a positive significant relationship between work motivation and self-esteem of health information management personnel in federal teaching hospitals in Southern Nigeria (r = .630**, N= 493, p<.05). The positive relationship implies that an improvement in work motivation of records managers would lead to increase in their level of self-esteem while the significance of the result implies that work motivation is a very important factor in improving the self-esteem of the records managers.

Hypothesis 2: There is no significant relationship between work motivation and information sharing of records managers in hospitals in Oyo State, Nigeria.

Table 8: Relationship between work motivation and information sharing of records managers in hospitals in Oyo State, Nigeria

Variables	Mean	Std. Dev.	N	R	Sig. P
Work motivation of health information management personnel	77.52	22.81	493	.464**	.000
Information sharing of health information management personnel	27.23	8.42			

*Sig. at .05 level

Table 8 showed that there was a positive significant relationship between work motivation and information sharing of records mangers in hospitals in Oyo State, Nigeria (r = .464**, N= 493, p<.05). The inference to be drawn from this result is that work motivation of records managers in hospitals in Oyo State, Nigeria has great influence on their level of information sharing among themselves such that for every level of improvement in the level of work motivation of the records managers, a corresponding improvement in their level of information sharing is achieved.

Discussion of findings

The study revealed that records mangers in hospitals in Oyo State, Nigeria possessed high self-esteem level. The positive thinking ability, feelings of sense of respect by others, feeling that life is easier and not competing with others are some of the factors that supported the high level of self-esteem established among the records managers. This result is at variance with Jan, et. al. (2015) findings which reported low level of self-esteem among teachers in Malaysia and that factors affecting teachers' self-esteem comprised feelings like failure or depression and hopelessness, the feelings of tiredness most often, living bored with life and oneself, having little motivation in getting things done and thinking negatively about possible opportunities, abilities and desiring one's life. Also, Rhadwan (2015) reported that health workers in government-owned hospitals have negative or low self-esteem than their counterparts in private hospitals, which is equally at variance with the finding from this study.

Findings from the study revealed that records managers in hospitals in Oyo State, Nigeria are highly motivated. This finding corroborated Mujah, et al. (2011) result of investigation on the level of motivation at work, as well as factors that would increase workers' motivation level reported high level of work motivation among the workers in the organisation studied while primary motivation to work is to earn an income, the implication of which is that money is a major work motivator. Also, a high level of information sharing among records managers in hospitals in Oyo State was established.

The study established positive relationship between work motivation and self-esteem. The positive relationship implies that an improvement in work motivation of records

managers would lead to increase in their level of self-esteem while the significance of the result implies that work motivation is a very important factor in improving the self-esteem of the records managers. This finding corroborated that of Haider, et. al. (2015) which established work motivation, such as salary, fringe benefits, bonuses and life insurance, and non-financial rewards; as job recognition, decision making and appreciation from the organisation, as having the tendency to boost the self-esteem of workers in any organisation. The result of this study further supports the finding of Sari, et. al. (2015) study which established a positive correlation between self-esteem and work motivation whether intrinsic or extrinsic.

Findings on relationship between work motivation and information sharing among records managers reveal a significant positive relationship which implies that work motivation of records managers in hospitals has great influence on their level of information sharing among themselves such that for every level of improvement in the level of work motivation of the records managers, a corresponding improvement in their level of information sharing is achieved. This result corroborated Grant (2008) finding which established that hospitals that would want to inculcate and improve the idea of information sharing among their records managers would have to adopt rewards systems that would serve as motivation to their teeming employees, especially the records mangers, and that several sources can be found that provide examples of more or less extensive reward schemes. Pinder (2008) also affirmed that work-motivation is the set of energetic forces that originate both within as well as beyond an individual being that initiate work-related behaviour and to determine its form, direction, intensity and duration.

Summary and Conclusion
The study was on the relationship among work motivation, self-esteem and information sharing among records managers in hospitals in Oyo State, Nigeria. It was conducted with a view to establishing linkage mechanisms among work motivation, self-esteem and information sharing. For data collection, a validated and reliable questionnaire was used. Data collected from the records managers consisted demographic information, (age, sex, institutional affiliation, designation, highest educational qualification, and work experience), work motivation and self-esteem that could enhance information sharing among the records managers surveyed. Answers were sought for three research questions while three hypotheses were tested at 0.05 level of significance. The extent of work motivation among records managers was found to be high. This translates to the fact that records mangers in hospitals in Oyo State are highly motivated. Again, this may be due to the fact that the records managers surveyed considered both monetary rewards such as salary, as well as non-monetary rewards such as training and mentoring facilities as important work motivation factors. Also, the level of self-esteem of records managers in the hospitals surveyed is equally high. This means that they possess good sense of self-confidence and self-worth of themselves and give little or no attention to what others say or do to distract them or make them feel inferior. In other words, it can be deduced that the high level of work motivation among the records managers stimulated the high level of self-esteem possessed by the records managers.

Furthermore, a high level of information sharing among records managers in hospitals in Oyo State was established. This means that the records managers are favourably disposed to sharing information among themselves and as such make provision for platforms and forums for sharing useful and valuable information across the different cadres.

Also, a significant positive relationship between work motivation and self-esteem of records managers in hospitals in Oyo State was established. This means that an improvement in work motivation of the records managers would lead to increase in their level of self-esteem, hence work motivation can be considered as very important factor in improving the self-esteem of the records managers. Significant positive relationship was established between work motivation and information sharing of records managers surveyed. Therefore, work motivation of records managers in hospitals in Oyo State has been found to have great influence on their level of information sharing, which ultimately could bring about improvement in their level of information sharing.

Considering the findings of the study, it can be concluded that work motivation, self-esteem and information sharing are positively related such that work motivation and self-esteem have positive influence on information sharing among records managers in hospitals in Oyo State, Nigeria. Thus, it is suffice to say that work motivation and self-esteem contributed to level of information sharing among records mangers in hospitals. Therefore, records managers with high work motivation, self-esteem and information sharing would be willing to share information among themselves.

Recommendations

Based on the findings of this research work, the following recommendations are given:

1. By implication, one of the underlying factors in promoting information sharing is motivation, management of hospitals with a focus on effective and efficient service delivery should also have strong focus on strategies for improving both monetary and non-monetary rewards motivation for records managers in their organisations. This, if done, would promote records mangers productivity. The hospitals could provide proper and consistent work motivation programme to boost the morale of their records managers.

2. As part of programmes to improve motivation and self-esteem which are considered as invaluable factors in information sharing among records managers in hospitals, the hospital management should play a proactive role in ensuring that records managers are accorded the necessary respect and brought into the mainstream of hospital management. Equally, records managers should be considered as being at par with other hospital workers within the hospitals. Therefore, the headship of the medical records or information centres should be manned by no other person than records managers.

3. Sequel to the invaluable nature of the work of records managers, hospitals should put in place facilities, such as computers, for effective information sharing among the records managers. This could be done through the acquisition and setting up of an integrated records management system that would eliminate all the

bureaucratic bottlenecks that usually arose in the sharing of information in the hospitals thereby motivating the records managers to be more effective and motivated in carrying out their duties.

4. It is also recommended that hospitals should drastically reduce the use of traditional method of management of medical records, and encourage more use of electronic methods. This, if done can be of immeasurable benefit to the entire hospitals, and it will equally reduce to the barest minimum congestion in records management.

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