

Correlation between Anger and Job Motivation among Psychiatric Nurses in Kashan Psychiatric Hospital

Kouchaki E.¹ MD, Rezaei S.* MSc, Motaghi M.² MSc

*Nursing Department, Nursing & Midwifery Faculty, Kashan University of Medical Sciences, Kashan, Iran

¹Neurology Department, Medical Faculty, Kashan University of Medical Sciences, Kashan, Iran

²Clinical Research Center, Kashan University of Medical Sciences, Kashan, Iran

Abstract

Aims: In general, nurses who work in department of psychiatric are in fact interacting with emotional disorders of patients once providing their care services. higher levels of job motivation and satisfaction can markedly foster service improvement. The aim of this study was to evaluate the correlation between anger and job motivation in nurses of a psychiatric hospital.

Instrument & Methods: In this cross-sectional descriptive research in 2014, all 50 psychiatry nurses working at Kargarnejad Hospital of Kashan City, Iran, were entirely studied. A demographical questionnaire, the Anger Multiple Scale and the Job Motivation Scale were used for data gathering. Data were analyzed by SPSS 19 software using Pearson correlation coefficient.

Findings: The mean score of anger was 3.01 ± 0.36 and of job motivation was 1.70 ± 0.86 . There was a significant relationship between job motivation and the number of family members and conditions of employment of nurses ($p=0.001$). There was a significant inverse relationship between scores of anger and job motivation of psychiatry nurses of the hospital ($r=-0.712$; $p=0.001$).

Conclusion: There is a relationship between anger and job motivation in nurses of Kashan Psychiatric hospital.

Keywords

Anger [<https://www.ncbi.nlm.nih.gov/mesh/68000786>];

Job Motivation [Not in MeSH];

Psychiatry [<https://www.ncbi.nlm.nih.gov/mesh/68011570>];

Nurse [<https://www.ncbi.nlm.nih.gov/mesh/68009726>]

* Corresponding Author

Tel: +98 (31) 55549111

Fax: +98 (31) 55549111

Post Address: Kargarnejad Hospital, 5th of Qotb-e Ravandi Boulevard, Kashan, Iran. Postal Code: 87159-73446.

Email: rezaii.sara@ymail.com

Received: June 6, 2016

Accepted: September 9, 2016

ePublished: December 28, 2016

Introduction

Healthcare and treatment system plays an important role in sustainable development of each human society due to the direct relationship with human health. To meet these goals, high job motivated, healthy and happy personnel, therapists and nurses are needed. Nurses that can be found in all wards of a hospital are mostly regular compassionate interested personnel once start working, whereas after a short time of working felt fatigue or even intended to resign, due to facing with a great number of problems and stresses in their workplace [1].

New recruited nurses show more motivation to preserve their job values and standards, however, after a few months they lose part of their incentives [2]. It is generally believed that higher levels of job motivation and satisfaction can markedly foster service improvement. Thereby, job satisfaction in nurses is a crucial factor, which will lead to better services and application of academic knowledge in different fields of nursing [3].

Mirzabeigi *et al.* have shown that subcategories like job security (44.5%) and satisfaction of workplace and amenities (44.3%) have the highest influence and job description of nursing (74.8%), social class of nursing in society (70.3%) and the approaches of communication with managers (66.7%), have the lowest influence on job satisfaction level among nurses [2]. Although, independence, communicative skills, personal cares, spending enough time for the patients and establishment of a safe workplace are very important in nursing, various studies reveal that enhancement of training fields play an affirmative role on motivation and job satisfaction in nurses. On the other hand, job routine conditions such as stresses and their resulted emotional distresses, e.g. violation, anger, anxiety, etc., will reduce the nurses' motivations and affect their job satisfaction. Nurses may experience a high level of burnout incurred by the aforementioned factors [4].

In evaluation of job motivation, differences between hospital wards should also be concerned. Each ward environment and condition can exert a remarkable impact on nurses' attitudes against their workplace and way of behavior [5-10]. A comparison of job satisfaction among nurses of Cancer and Obstetrics & Gynecology wards in Tehran

University of Medical Sciences' Hospitals have shown that 47.9% of Cancer ward and 52% of Obstetrics & Gynecology ward nurses have high level of job satisfaction, while 52.1% of Cancer ward and 48% of Obstetrics & Gynecology ward nurses have low levels of job satisfaction [11].

Psychiatry is one of the fields in which nurses provide their services. Researches show that nurses working in mental wards of the hospitals receive insufficient support in comparison with other nurses [7]. Nurses are of the most important members of psychiatric wards who are involved in care and therapy interventions through different kinds of skills, techniques and consultation principles. They support the patients for their compatibility to the environment and rehabilitation of their prior abilities and even, in many cases, gaining many experiences once fighting the problems and challenges in their jobs. Nurses of psychiatric wards are usually faced with some unreasonable expectations of patient families, unforeseen schedules, complications and difficult collaborations from the patients hospitalized in psychiatric wards during their wide range of duties and services [8]. Studies show that many cases of aggressive and violated behavior victims are nurses, nursing students and assistant personnel [9-13].

It is worthy to note here that series of elements including high workload, difficult work conditions, technological changes and development of different kinds of non-medical treatments in psychiatry, lack of management support, daily incremented number of patients, incompatibility between number of nurses and patients are of the factors involving in nurses vulnerability at workplaces [14]. Hannigan *et al.* have revealed that more than half of the Welsh mental health nurses have experienced a high level of emotional burnout [15].

Although all the nurses are faced with similar stresses, a particular number of requests are associated with mental health wards [16]. Lack of reputation of mental health nursing against other fields of nursing has been broadly discussed in literatures and this has influenced the contemporary critics to nurses' recruitment approaches in the field of mental health nursing [5, 13-17]. Awareness of relationship between job motivation and anger for qualitative improvement of care

services to patients is another important factor [18]. Anger is one of the most effective emotions of human, which plays a vital role in life. Anger is one of the main exciting emotions, which is appeared for many causes including many physical and mental dimensions [19]. Personal characters of nurses working in psychiatric settings, e.g. gender [20, 21], personality [22], social and cultural specifications [23], and also negative conditions of workplace, lack of clarification of responsibilities and occupational authorities and the fact that they are not concerned as a part of therapy team [13], cause the feeling of anger and finally leads to job dissatisfaction in psychiatric wards and drop of job motivation. In general, psychiatric nurses are usually faced with emotional exciting problems of the patients. These nurses have to be capable of managing their feelings and communicate with the patients as well, once they provide their services [18]. Those who are capable to prepare the initial needs of human beings and also who work in nursing profession need strong motivation in order to better provide their tasks and raise the quality of their care services for the ones, need their care. Quality enhancement for patient care services in psychiatric wards requires increment of nurse motivations and paving the way of achieving this purpose needs information on personal traits of nurses. Since there has been a scanty study in this field and there is no sufficient information on job motivation and anger level among psychiatry nurses, the aim of this study was to evaluate the correlation between anger and job motivation in nurses of a psychiatric hospital.

Instrument & Methods

In this cross-sectional descriptive research in 2014, by monitoring the population of similar researches and also consultation with statistics professors, all 50 psychiatry nurses working at Kargarnejad Hospital of Kashan City, Iran, were entirely studied through census report due to the restricted number of study population.

3 questionnaires were used for data gathering. The first was a demographical questionnaire (15 questions), the second was the Anger Multiple Scale (38-item test) which was prepared by Siegel in 1986 in order to

measure the anger. The questions were scored in a 5-option Lickert scale from "completely incorrect" (1 point) to "completely correct" (5 points) including excitation, anger, anger-provoking situations, hostile attitude, introverted and extroverted anger parts [20]. The third questionnaire was the Job Motivation Scale which was designed to measure the job satisfaction factors of the nurses including internal and external factors of motivation such as independence, success, interests, reflection, decision making, responsibility, understood talents, creativity, advance, team compatibility, external control, approval, dependency, and also motivation level of individuals. This scale included 29 questions, which were scored as "never correct" (1 point), "relatively correct" (2 points) and "very correct" (3 points) according to Lickert scale. Psychometric characteristics of multi optional anger scale have been approved in foreign researches [14, 17]. The reliability of the Persian version of the scale was measured by Cronbach's alpha coefficient as 0.85 [11].

In order to evaluate the job motivation scale of psychiatric nurses (generally completed by the authors), content validity was confirmed by 10 experts. The mentioned questionnaire was delivered to 3 experienced professors and then was re-adjusted according to the suggestions. Afterwards, the final questionnaire was delivered to 10 nurses in a pilot study [9]. Cronbach's alpha coefficient was also obtained 0.79 [9].

The author referred to the nursing office of the hospital after receiving the required introduction and permission letter from the research deputy and introduced himself in order to clarify the study purpose and the way of distribution of questionnaires and finally assigned the questionnaires to the participants. The participants referred to the mentioned hospital and distributed them among the nurses on according to their prior consent to be filled out. All the nurses of psychiatric ward completed the questionnaires.

The data were analyzed by SPSS 19 software after collecting. The relationship between the 2 studied variables, i.e. anger and job motivation, were measured and the obtained data were analyzed by Pearson correlation coefficient.

Figure 1) Frequency distribution of demographic variables in psychiatry nurses of Kashan psychiatric Hospital

Parameters	Frequency	Percentage
Number of children		
1	8	16
2	21	42
3	4	8
No child	17	34
Number of family members		
2	13	26
3	11	22
4	19	38
5	7	14
Gender		
Male	25	50
Female	25	50
Marital status		
Single	8	16
Married	42	84
Education		
Paramedic nurse	3	6
BSc	46	92
MSc	1	2
Work resume		
< 10 years	25	50
10-20 years	17	34
> 20 years	8	16
Type of recruitment		
In-service	9	18
Temporary	14	28
Contractual	12	24
Permanent	15	30
Work shift		
Fixed days	9	18
Day/Night	41	82
Organizational position		
Head nurse	4	8
Department nurse	40	80
Supervisor	6	12
Department		
Obstetrics and Gynecology	20	40
Men	13	26
Men emergency	10	20
Rehabilitation committee	2	4
Nursing office	3	6
Training	2	4
Spouse job		
Self employed	8	16
Employed	29	58
Others	5	10
Second job		
Yes	5	10
No	45	90
Monthly income		
< Expense	6	12
= expense	38	76
> Expense	6	12
Housing status		
Rent	10	20
Ownership	40	80

Findings

The mean score of anger was 3.01 ± 0.36 and of job motivation was 1.70 ± 0.86 . There were no

significant relationships between anger and the personal information of the nurses (age, number of children, number of family members, marital status, job resume, qualification, type of recruitment, work shift, organizational position, workplace, spouse job, second job, income, and status of housing). However, there was a significant relationship between job motivation and the number of family members and conditions of employment of nurses ($p=0.001$; Figure 1).

There was a significant inverse relationship between scores of anger and job motivation of psychiatry nurses of the hospital ($r=-0.712$; $p=0.001$).

Discussion

This research was conducted aiming the study of correlation between anger and job motivation of psychiatry nurses of Kashan psychiatric hospital. Despite the present study results, in the study of Vafayi *et al.* in clinical nurses of Bojnoord City, Iran, in 2010, the anger score of the nurses was less than the average score of the population [21]. The author recognized the reason in the subjects of the study as the study was conducted for the nurses working at all the hospitals of Bojnoord, whereas the present study was conducted for the nurses working at psychiatric wards of the hospital.

When assessing the job motivation, differences among the hospital wards should be drawn to attention. Conditions and setting of each ward play an important role on nurses attitudes towards their workplace and their way of behavior [5]. As Manokian *et al.* have cited in their study, 47.9% of the nurses of cancer ward and 52% of nurses working at Obstetrics and Gynecology ward have a high level of job satisfaction and 52.1% of cancer ward nurses and 48% of Obstetrics and Gynecology nurses have low level of job satisfaction [6]. Researches show that spiritual support is less experienced by psychiatric nurses against other nurses [7]. In accordance with the present study results, Toubayi & Sahrayian have shown that nurses working at psychiatry unit reveal higher levels of job burnout. In addition, depersonalization and emotional exhaustion was more observed in psychiatry ward, however, depersonalization showed a significant statistical difference in comparison with other factors [22].

To contact with the patients and to be in conflict with them were the lowest foreknowledge factors among the impacts on job burnout and reduction of job motivation [3] and increased emotional requests. This could lead to higher levels of job burnout in nurses working at psychiatry wards and consequently their reduction of job motivations. In respect with the present study results, the study of Engin & Cam have shown that nurses who could control their anger and speak about their different feelings, indicate higher scores on job motivation (18). Respecting the obtained results, it seems that anger score of participants is associated with other factors like workplace which should be investigated in the future. Approaches to fight anger should be trained to the nurses of psychiatrics in form of team training courses in order to make job motivation.

Conclusion

There is a relationship between anger and job motivation in nurses of Kashan Psychiatric hospital.

Acknowledgments: The authors wish to appreciate all the participants collaborated in this study.

Ethical Permissions: The Ethics Committee of Kashan University of Medical Sciences approved the study.

Conflicts of Interests: No conflict of interests has been declared by the authors.

Funding/Support: This article is the result of a research plan (No. 93120) approved by the Center of Clinical Research Supports of the Research Deputy of Kashan University of Medical Sciences.

References

- 1- Karimi Z, Momeni E, Afrasiabifar A, Mohammadhoseini S. The nurse role and value from Yasouj people view point. *Dena*. 2010;1(3):43-52. [Persian]
- 2- Mirzabeigi G, Salemi S, Sanjari M, Shirazi F, Heidari S, Maleki S. Job satisfaction among Iranian nurses. *Hayat*. 2009;15(1):49-59. [Persian]
- 3- Dargahi H, Gharib M, Goodarzi M. Quality of work life in nursing employees of Tehran University of Medical Sciences Hospitals. *Hayat*. 2007;13(2):13-21. [Persian]
- 4- Lu H, While AE, Barriball KL. Job satisfaction among nurses: A literature review. *Int J Nurs Stud*. 2005;42(2):21-7.
- 5- Roman L. Nursing shortage: Looking to the future. *RN*. 2008;71(3):38-41.
- 6- Monjamed Z, Ghorbani T, Mostofian F, Oveissipour R, NakhostPandi S, Mahmoudi M. A nationwide study of level of job satisfaction of nursing personnel in Iran. *Hayat*. 2005;10(4):39-48. [Persian]
- 7- Tzeng HM, Ketefian S, Redman RW. Relationship of nurses' assessment of organizational culture, job satisfaction, and patient satisfaction with nursing care. *Int J Nurs Stud*. 2002;39(1):79-84.
- 8- Ellenbecker CH, Byleckie JJ. Home healthcare nurses' job satisfaction scale: Refinement and psychometric testing. *J Adv Nurs*. 2005;52(1):70-8.
- 9- Engin E, Cam O. Validity and reliability study of the Turkish psychiatric nurses of job motivation scale. *J Psychiatr Ment Health Nurs*. 2009;16(5):462-72.
- 10- Adams A, Bond S. Hospital nurses' job satisfaction, individual and organizational characteristics. *J Adv Nurs*. 2000;32(3):536-43.
- 11- Manokian A, Pedram Razi S, Monjamed Z, Faghihzadeh S. Comparison between oncology and labor delivery nurse's job satisfaction. *Hayat*. 2007;13(3):49-55. [Persian]
- 12- Fallahi Khoshknab M, Karimloo M, Rahgooy A, Fattah Moghadam L. Quality of life and factors related to it among psychiatric nurses in the university teaching hospitals in Tehran. *Hakim*. 2007;9(4):24-30. [Persian]
- 13- Mehrabi T, Fanian N, Ghazavi Z, Zargham A. Nurses' experiences regarding working in the psychiatric wards and its physical outcomes. *Iran J Nurs Midwifery Res*. 2006;11(1):462-72.
- 14- Ryan T, Hills B, Webb L. Nurse staffing levels and budgeted expenditure in acute mental health wards: A benchmarking study. *J Psychiatr Ment Health Nurs*. 2004;11(1):73-81.
- 15- Hannigan B, Edwards D, Coyle D, Fothergill A, Burnard P. Burnout in community mental health nurses: Finding from the always stress study. *J Psychiatric Ment Health Nurs*. 2000;7(2):127-34.
- 16- Jenkins R, Elliott P. Stressors, burnout and social support: Nurses in an acute mental health setting. *J Adv Nurs*. 2004;48(6):622-31.
- 17- Hayman-White K, Happell B. Nursing students' attitudes toward mental health nursing and consumers: Psychometric properties of a self-report scale. *Arch Psychiatr Nurs*. 2005;19(4):184-93.
- 18- Engin E, Cam O. Correlation between psychiatric nurses' anger and job motivation. *Arch Psychiatr Nurs*. 2006;20(6):268-75.
- 19- Khodayari Fard M, Gholami Lavasani M, Akbari Zardkhane S, Liaghat S. Psychometric properties spielberger's state-trait anger expression inventory-2 among of Iranian students. *J Rehabil*. 2010;11(1):47-56. [Persian]
- 20- Siegel JM. The multidimensional anger inventory. *J Pers Soc Psychol*. 1986;51(1):191-200.
- 21- Vafaei T, Yaghmaei F, Besharat MA, Biganeh E. Evaluation of clinical nurse's anger rumination in 2010. Tehran: Proceedings of the National Conference on Quality Improvement Clinical governance approach. 2010.
- 22- Toubaei S, Sahraeian A. Burnout and job satisfaction of nurses working in internal, surgery, psychiatry burn and burn wards. *Horizon Med Sci*. 2007; 12 (4) :40-45
- 23- Vachon ML. Motivation and stress experienced by staff working with terminally ill. *Death Educ*. 1978;2(1-2):113-22.