



**MOTIVATION OF NURSES AT MAHOSOT HOSPITAL
IN VIENTIANE CAPITAL, LAO PDR**

BY

MRS. PHOUTSAKHONE KEOLANGSY

**AN INDEPENDENT STUDY SUBMITTED IN PARTIAL
FULFILLMENT OF THE REQUIREMENTS FOR THE DEGREE
OF MASTER OF PUBLIC HEALTH
HEALTH SERVICE MANAGEMENT
FACULTY OF PUBLIC HEALTH
THAMMASAT UNIVERSITY
ACADEMIC YEAR 2017
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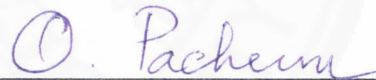
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MOTIVATION OF NURSES AT MAHOSOT HOSPITAL
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was approved as partial fulfillment of the requirements for
the degree of Master of Public Health

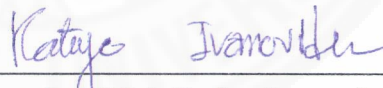
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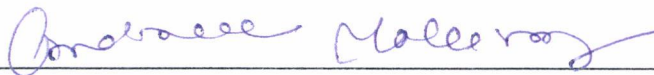
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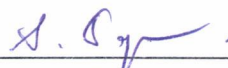
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ABSTRACT

Factors affecting the motivation of nurses at Mahosot Hospital, Vientiane Capital, Lao People's Democratic Republic (Lao PDR) were studied. Data was gathered by self-administered questionnaire. 300 samples, all nurses at Mahosot Hospital, provided data, which was analyzed by descriptive statistics and the chi-square test.

Results were that most samples were female, aged from 30 to 39, with a mid-level education, and from 10 to 19 years of professional experience. Samples reported high levels of work responsibility, average happiness, and commitment to achieve organizational goals. Age, average monthly income, and years of experience were the most influential factors, in dec

reasing order of importance. Other influences were job satisfaction, intensive professional challenges, staff welfare, professional mobility, job security, and workplace environment, in decreasing order of importance. These findings suggest that hospital management should promote inter-collegial relationships, professional

(2)

recognition, career growth, staff responsibility, job characteristics, salary, working conditions, and orientation techniques to improve nursing service quality

Keywords: Motivation, Nurse, Performance, Lao PDR.



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(4)

TABLE OF CONTENTS

	Page
ABSTRACT	(1)
ACKNOWLEDGEMENTS	(3)
TABLE OF CONTENTS	(4)
LIST OF FIGURES	(8)
LIST OF TABLES	(9)
CHAPTER 1 INTRODUCTION	1
1.1 Background	1
1.2 Problem and importance	4
1.3 Objective	5
1.4 Hypotheses	5
1.5 Variables	5
1.6 Operational definition	6
CHAPTER 2 REVIEW OF THE LITERATURE	8
2.1 The role, duties and significance of nurses in the work	8
2.1.1 Nursing has main roles as	8
2.1.2 The importance of nurse	14
2.1.3 Nursing management	14
2.2 The theory and concepts of motivation	15
2.2.1 The motivation	15
2.2.2 The Theories used in this study	16

	(5)
1. Motivation Factor	16
2. Maintenance Factor	16
2.2.3 Maslow's hierarchical requirement theory	17
2.2.4 Mckelland's motivational theory	17
2.2.5 Two factor theory of Herzberg North	17
2.3 Factors influence level of motivation at work	24
2.3.1 Personal factors	24
2.3.2 Organizational support factor	26
2.4 Mahosot hospital Management, Vientiane Capital, LAO PDR	28
2.4.1 Geographical location	28
2.5. Relevant researches on work motivation	30
2.5.1 Factors affecting job motivation	30
CHAPTER 3 RESEARCH METHODOLOGY	33
3.1 Study design	33
3.2 Population and samples	33
3.3 Research instrument	33
3.4 Data collection	34
3.5 Statistical analysis	34
3.5.1 Data entry	34
3.5.2 Scoring and classification criteria	34
3.5.3 Statistics	34
3.6 Ethical consideration	35
CHAPTER 4 RESULTS AND DISCUSSION	36
4.1 Results	36
4.1.1 Nurses' characteristics	36
4.1.2 Motivation	39
4.1.3 Nurses' characteristics and motivation	46

	(6)
4.1.4 Suggestions for improving motivation	48
4.1.5 Job satisfaction	48
4.2 Discussion	49
4.2.1 General characteristics:	49
4.2.2 Motivation	51
4.2.3 Hygiene factors	53
4.2.4 Association between nurses' characteristics and motivation	55
4.2.5 Suggestion for improving motivation	55
 CHAPTER 5 Conclusions and Recommendations	 57
5.1 Summary of hypothesis and the result	57
5.2 Methodological aspects	58
5.3 Summary of the findings	59
5.3.1 General information of respondents	59
5.3.2 Level of incentive for nurses' performance at MAHOSOT hospital.	59
5.3.3 Recommendations on motivation, happiness and job satisfaction of nurses.	60
5.3.3.1 Recommendation of nurse working motivation at MAHOSOT HOSPITAL	60
5.3.3.2 The satisfaction of nurses working at MAHOSOT Hospital	61
5.4 Conclusion	61
5.5 Recommendations	62
5.6 Limitation of the study	62
 REFERENCES	 64
 APPENDICES	
APPENDIX A Questionnaire (English Version)	67
APPENDIX B Questionnaire (Lao Version)	71

	(7)
APPENDIX C Informed Consent Form (English Version)	75
APPENDIX D Informed Consent Form (Lao Version)	76
APPENDIX E Participant Information Sheet Form (English version)	77
APPENDIX F participant Information Sheet Form (Lao Version)	80
APPENDIX G Certificate of Approval	83
BIOGRAPHY	84



LIST OF FIGURES

Figures	Page
1.2 Organization structure of nurse division	2
2.1 The hierarchy of human needs, according to Maslow's theory	17



LIST OF TABLES

Tables	Page
2.1 Basic nursing duties	9
2.2 nursing duties in accordance with the physician's prescription	13
2.3 Nursing duties in the presence of the physician	13
2.4 Prohibited practices for nurses	14
2.5 the evaluation process of performance and tackle problem approach	14
2.6 Level of factor theory	18
2.7 the hospital has 33 departments	28
2.8 Motivation and job satisfaction	31
4.1 General characteristics of 300 nurses	37
4.2 Number and percent of overall level motivation, motivation and hygiene Factors of 300 nurses	40
4.3 Number and percent of the response to each item measuring Motivation of 300 nurses	43
4.4 Association between nurses' characteristics and motivation	47
4.5 Recommendations for nurses' motivation	48
4.6 Job satisfaction of 300 nurses	49

CHAPTER 1

INTRODUCTION

1.1 Background

To improve the effectiveness of hospital services, it is necessary to have human resources management to enable and motivate the staff to provide high quality medical help to the general population in accordance with the Sustainable Development Goals (SDGs) and objectives of the Health Sector Reform of the Lao Ministry of Health.

Mahosot hospital is the oldest Central Hospital, established in 1910, located unproved general health care service. Total of area is 31,375 m², consisting of 450 beds and 37 divisions, of which 7 are administrative divisions and 30 technical divisions. The 30 technical divisions were divided into two main groups: the Division of Medical and the Division of Technical Support, the Diagnostic and treatment Division.

The role of Mahosot hospital is a central hospital, and University hospital, and implemented under executive steering Committee. The role of diagnosis, treatment, rehabilitation, in the field of scientific research, improve of health providers, prevention, health promotion, as well as leadership central & local hospitals. Consist of 1 director & 3 deputy directors, total 833 health providers. Mahosot hospital is a central hospital under Ministry of Health at Vientiane capital, The hospital need to establish policy to response the need of nursing for their working performance, the demand of society and alignment with hospital's policy as a planned, vision of hospital "cleanness and Advance hospital, good service, ethical behavior, and finally slogan of hospital is (5 Dee and 1 Projai) Include: good hospitality, good cleanliness, convenient, good diagnosis, good treatment And one satisfied Is the patient just happy (Ministry of Health, 2016). Therefore, to achieve this 5 good policy 1Nurse is one of health professional including medical doctor, dentist, and physiotherapy. Nurse provide primary health care and taking care of patient's health. Nurse are willing to do. They are not discrimination gender, ethnicity, race and religion.

Nursing and mid-wife which has consistency to merit and professional ethical and mutual respect. The discipline of nurse and mid-wife focus on improving health and safety of Lao population. Those makes they adjust to existing environment. Besides that, nurse and mid-wife should be healthy both physical and mentally health. Nurse are proud with their occupation, and they are determine to improve themselves and develop and up level to international level.

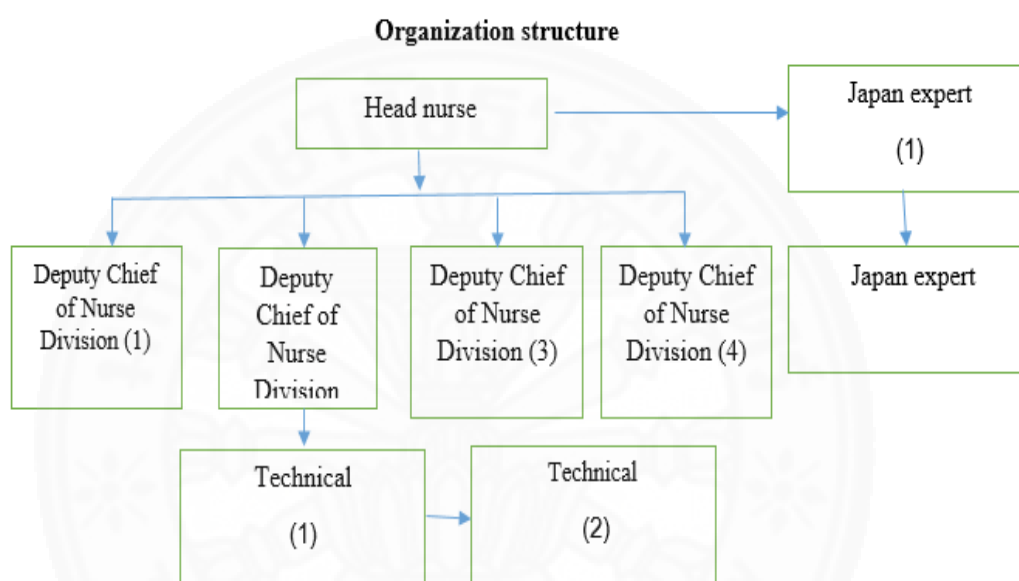


Figure 1.1 Organization structure of nurse division

Nurse division is one of important part in Mahosot Hospital. Nurse division is leader nurse in 29 division which nurse is working with. A total of 441 nurses including 402 government officers, 5 on probations, 15 contract employees, 9 volunteers. 80 Nurses graduated in bachelor degree, 150 nurses of high diplomas, 190 nurse of middle level and 21 nurses of primary level. Nurse has specify role and job description to individual as following:

1. Chief of nurse division has responsibility to be leader technical administration, prevention, infectious control in the hospital. Monitoring and evaluation, mother and child, Gynecology, Gynecology operation, ear, nose and throat, eye, tooth and shin, they provide technical assistant to local level.

2. Deputy Chief of nurse division ⁽¹⁾ has responsibility to technical task, monitoring and evaluation nurse in line of adapt habitation division and child division. OPD, blood vessels cardiovascular, heart surgery and they provide technical assistant to local level

3. Deputy Chief of nurse division ⁽²⁾ has responsibility to be leader administration task, monitoring and evaluation nurse in line of OPD, Urinary System surgery, Abdominal surgery, pediatric surgery, anesthesia, post operation, general pediatric and they provide technical assistant to local level

4. Deputy Chief of nurse division ⁽³⁾ has responsibility for education and research as well as monitoring and evaluation at IPD, gastrointestinal-liver, TB, mental health, international division, infection (pediatric), infection (adult), nutrition and they provide technical assistant to local level

5. Deputy Chief of nurse division ⁽¹⁾ has responsibility for quality control and provide technical assistant to local level.

6. Japan job description as following : Nursing management, nursing and education and service training Improving nursing service

7. Technical working group⁽¹⁾ has responsibility to internal and external documents among nurse division. This technical team helps for prevention and infectious control to local level.

8. Technical working group ⁽²⁾ has responsibility receive-send internal and external documents file documents, printing documents and record those to the computer.

Factors influencing the motivation of the hospital's nursing staff are compensation, promotion possibilities, and skill upgrades through continuous professional training. Compensation and improvement of professional capabilities are two aspects where the public health authorities are concentrating their action to raise the motivation of nurses to do their work with greater enthusiasm and capabilities.

Nurse also work to help patients in many other social settings, such as local communities, migrant workers and other primary health care situations. These broader nursing care activities help to prevent diseases, care for people outside hospital facilities, disabled persons and terminally ill patients. The hospital environment,

however, provides the best opportunities for nurses to improve their professional skills in a safe and organized environment.

1.2 Problem and importance

- Lack of health personnel not meet to the need.
- One nurse have many functioning that make health service slowly.
- Due to the local people go to have health service in oversea.
- There are still complaint from the society through media and face book.
- These allow nurse not to be active in their duty and working style impact.
- Therefore, to solve these problems gradually. The study will support on that issue and addressed to motivation of nurse.
- Hospital received feedback on nurse service from comment box. Some of nurse are not good behavior for service and impolite oral speech.

The lack of properly trained and motivated nursing staff is a serious problem for public health services. Complaints of inadequate health care can be very discouraging for medical workers. This study focuses on the need to address these problems and to motivate the nursing staff with appropriate support from public health authorities.

Nurses in Laos perform their duties according to national standards which conform to international medical practices. In spite of that, nurses often experience an excessive workload with no sufficient time to rest and be with their families. Night shifts are particularly difficult and dangerous for nurses' health. Hospitals, therefore, need to carefully plan nursing services to properly discharge health services of appropriate standard and quality.

This study focuses on the nursing profession and analyzes the factors which influence the motivation for nurses to perform their duties effectively. The analysis uses the teachings of motivation theories and concentrates on the main factors driving the nurses' motivational behavior in providing health care services.

1.3 Objective

- 1) To assess the motivation of nurse at MAHOSOT Hospital.
- 2) To analyze the relationship between nurse's characteristics and motivation in work of nurse at MAHOSOT Hospital.

1.4 Hypotheses

There are relationships between nurse's characteristics: age, sex, marital status, religion, education, income and work experience and motivation in work of nurses.

1.5 Variables

- Motivation included 2 factors as the following.
 - 1) Motivation factor comprised of 5 sub-dimensions:
 - Success in work
 - Respect
 - Challenging work
 - Responsibility
 - Progress
 - 2) Hygiene factor comprised of 5 sub-dimensions:
 - Working conditions
 - Relationship with bosses
 - Relationship with colleagues
 - Policy and Administration
 - Policy and Job security
 - 3) Nurse's characteristics which comprised of:
 - Sex
 - Age
 - Marital status
 - Religion

- Education
- Monthly income
- Work experience

1.6 Operational definition

1) **Nurse's motivation** defines to what nurse want to achieve and progress for their life working including motivation or stimulus such as Success in work, respect, challenging work, responsibility, progress and support factor or hygiene factor included working condition, relationship with boss, relationship with colleague, policy & Administration and wage and job security.

2) **Motivation factor comprised** of success of the work, respected, challenging work, responsibility and progress, those are nurse's motivation which are influenced factors to achieve for their working life and Hospital as following:

➤ **Success in work** defines to nurse who has achieve assigned task, proud of own achievement and achieve as a plan. If nurse who can do three following task, that person will success in working life.

➤ **Respect** defines to nurse of hospital who have to be polite, honest and humble to boss, colleague and also patient, and those person do not look down other, even though, they are from different places, ethnicity, religion and family status.

➤ **Challenging work** defines to nurse's responsibility what they provide service, and what they decide to cure a patient especially, patient operation, treatment, nurse-patient communication.

➤ **Responsibility** defines to several functioning of nurse especially they have to provide the quality of service, kind, polite, nice, attention to their duty and ethical behavior.

➤ **Progress** defines to a person who want to be acceptant, up level salary, promotion and improve skill opportunity those are supported to proactive and high working responsibility as assign from supervisor.

3) **Support factor or hygiene factor** defines to working condition, relationship with boss and relationship with colleague and policy and administration and wage and job security.

➤ **Working condition** defines to high quality of service to serve social's need and hospital safety, the division has up level policy more than other, division has safe working environment and the division has sufficient equipment.

➤ **Relationship with boss** defines to supervisor who are kind, reasonable. Besides that, they have to understand subordinate one and equality.

➤ **Relationship with colleague** defines to mutual respect, solidity, team work and help each other and also not self-fish person.

➤ **Policy and Administration** defines to hospital clearly policy & goal, hospital need to have development plan not only hospital, but also human resource development. And also health insurance to all.

➤ **Wage and job security** defines to safety working such as location and safety from medical equipment, and intensive, compensation, travelling cost and illness policy.

4) **Nurse's characteristics** including age, gender, marital status, education and years of experience

➤ **Age** defines to the number of years a person has completed from birth till the time of Data collection.

➤ **Sex** refers to either male or female

➤ **Marital status** refers to the current status of marriage. It is categorized into three group as single, married and other (widow, divorce and separated).

➤ **Education** refers to the highest level of education that nurse attainment Early, Middle class, higher, bachelor's degree, master's degree and Ph.D.

➤ **Years of experience** refers to the experience refers to the number of years working in the same field.

CHAPTER 2

REVIEW OF THE LITERATURE

For research on the motivation of nursing staff at the MAHASOT Hospital in Vientiane, Lao PDR, the literature review focused on the following issues:

- 2.1 The role, duties and significance of nurses in the work
- 2.2 The theory and concept of motivation
- 2.3 Factors influence level of motivation at work
- 2.4 MAHOSOT hospital Management, Vientiane Capital, LAO PDR
- 2.5 Relevant researches on work motivation

2.1 The role, duties and significance of nurses in the work

2.1.1 Nursing has main roles as

The duties and scope of nursing practice shall be modified according to the changes in the situation at hand, in order to ensure that care is provided to patients. For example, prompt modifications are required in cases where the law on health care, the nursing and midwifery Regulation and other government ordinances are amended, improvements and innovations in medical technologies' are achieved, or changes occur in the social fabric.

The nursing practice criteria are subject of detailed regulations. Nurses must be fully informed about those regulations and carry out their duties in accordance with them.

The term “nurse” refers to a health worker certified by the ministry of health as a medical care professional. A nurse is someone who implements activities related to people’s lives, who is capable of making independent judgments, and who is responsible for activities implemented and results thereof. Moreover, nurses are held responsible in conjunction with doctors for their conduct, even if such actions are implemented in accordance with the prescriptions of the doctor.

Nurses who are certified as medical care professionals are required to protect the lives and dignity of patients regardless of gender, age, ethnic group, race,

faith or socio-economic status. Nurses must provide nursing care without discrimination, pay attention to their opinions, feelings and decisions upon the laws, regulations and nursing professional standard. They must also assist in all cases or emergencies in good faith, inducing client- partition in nursing, be patient, be polite and act without bias towards patients and their families (Article 37 of the Lao Law on Health Care).

In order to gain public trust and to ensure that citizens can comfortably access health care and treatment services, nurses must communicate demonstrating service-minded nursing behaviors and attend to needs of patients, their families and community in a highly conscientious manner. Nurses must also respond to consultation with patients and their families in a courteous manner in order to achieve client satisfaction. Nurses should help patients to receive medical treatment comfortably by respecting patient dignity, giving advice related to medical facilities and medical care, and helping patients.

Table 2.1 Basic nursing duties

No	group	Nursing activities
1	Environment control	Arrange environment in the patient unit (temperature, humidity, ventilation, lightning, odor, noise and arrangement of the room) Make clean bed and organize
2	Nutrition care	Assist a patient with feeding
3	Excretion care	Care of urinary and feces (natural excretion) Maintenance of urine catheter

Table 2.1 Basic nursing duties (cont.)

No	group	Nursing activities
4	Activity care: rest and trans furring	positioning
5	Hygiene and personal care	Transfer the patient with a wheelchair or a stretch Assist walking and moving Take the patient on wheelchair for refreshment Sleeping care Bed bath Hair care, oral care, perinea care, change the diaper Change clothes
6	Breath care	Aspirate sputum or mucilage(through nose, oral, endotracheal) Provide oxygen
7	Prevention bedsore and wound care	Prevent bedsore Bandage Observe wound (rub or, swelling, pain, size)
8	Symptoms care	Maintain and control the body at the right temperature Care of nausea and vomit Care of diarrhea, constipation Care of dyspnea, palpitation
9	Surgery care	Pre-post-surgery care

Table 2.1 Basic nursing duties (cont.)

No	group	Nursing activities
10	Monitoring biogenic function	Observe about patient's condition Measure vital sings Measure the body (height, weight, etc.) Measure oxygen saturation with the pulse ox meter Urine dipstick test
11	Pain control and comfort	Pain control Care for anxiety Care for patient comfort and pleasant
12	Medication nursing	Observe the side effects on the medicine Observe in infusion drip Prevent the patient misidentification
13	Health education	Advise to in-patient and family about medical treatment and guidance of living after discharge Advise prevention illness and provide health promotion
14	Safety measures	Prevent the patient error Prevent falls Prevent radiation and hazardous chemical substance accident

Table 2.1 Basic nursing duties (cont.)

	group	Nursing activities
15	Infection control	Perform the standard precaution (Hand washing /hygiene, Use of personal protective equipment (PPE) to avoid contractive with body fluids and non-intact skin, safe handling of patient care equipment and soiled linen, Environment Cleaning, prevention of needle stick and sharp injuries, health care waste management (HCWM),Respiratory hygiene and additional (transmission-based) precautions (air borne, droplet and contact)
16	Maintenance of medical equipment	Prepare medical equipment Clean of medical equipment
17	Management of using electronic equipment	Prepare the intravenous infusion pump
18	Basic life support	Observe the level of consciousness Airway management Artificial respiration

Table 2.2 nursing duties in accordance with the physician's prescription

No	group	Nursing activities
1	Diet therapy	Provide guidance of diet food (particular food for disease) Provide the feeding with nasogastric tube (Catheterizing removal and management)
2	Excretion care	Urine catheterizing and removal Colostomy care
3	Breath and circulation care	Nebulizer Adjust position for patient
4	Dosage (except anticancer medicine, Medicine of effect circulation, narcotic, anesthetic)	Provide oral medicine Provide suppository Provide external medicine Intradermal injection Subcutaneous injection Intramuscular injection Intravenous injection
5	Rehabilitation	Exercise arms and legs etc.
6	Sampling collection	Collect urine, feces, sputum...
7	Wound care	Wound care except large, infectious, or bleeding wound Maintenance of drainage tube (care, pull back, and remove) Suture of small wound
8	Management of using electronic equipment	Prepare and management artificial ventilator
9	Care for the patient hemodialysis or peritoneal dialysis	Care for the patient hemodialysis or peritoneal dialysis in whole process

Table 2.3 Nursing duties in the presence of the physician

No	group	Nursing activities
1	During the “ blood transfusion”, doctors must present about 15 minutes	
2	Injection of medicinal agents with strong side effect (anticancer agents, agents with strong effects on circulation dynamics)	
3	Treatment of large and infected wound	

Table 2.4 Prohibited practices for nurses

No	group	Nursing activities
1	Examination for medical diagnosis	
2	Medical diagnosis	
3	Decision on treatment policy	
4	Highly invasive practices such as Endotracheal intubation, drawing blood from arteries and arterial injections, etc.	
5	Highly invasive practices such as endoscope, etc.	
6	Write a prescription of drugs and medical examination order by their own	

2.1.2 The importance of nurse

The nurse's job is to look after patients, check and monitor vital signs, maintain medical equipment, record patient's information, provide primary health care and brief doctors on patient's health conditions.

Nurses also coordinate work with pharmacy, laboratory, X-Ray, emergency ward and to constantly monitor patients' rooms.

Nursing accounts for up to 90 percent of all hospital activities and is essential to maintain the patients' physical and mental well-being.

2.1.3 Nursing management

Nursing is essential to provide primary health care services, especially in emergency situations. In the course of their work, nurses encounter many problems that require quick action, proper planning and problem solving abilities. Some of them are summarized in the table below.

Table 2.5 the evaluation process of performance and tackle problem approach

No.	Nursing performance	No.	Solving problem process
1	Action plan	1	Summary background data
2	Nursing discipline	2	Analysis and problem framing
3	Working style	3	Planning and solving the problem
4	Patients evaluation	4	Investment
5	Self-evaluation	5	Monitoring & Evaluation

Planning, organizing, monitoring and evaluation are critical phases of nursing action. All that requires a well-trained health professional. To do all that difficult and highly responsible work, it is necessary to have disciplined and motivated individuals who are dedicated to providing public health services. Nursing staff is the largest employment group in the health workforce. According to WHO, there are an estimated 6 million nurses and midwives most of which work in hospitals ⁽⁴⁾. Such a large healthcare staff needs to be well managed, adequately compensated and given an opportunity for a continuous upgrading of their professional skills ^{(5), (6)}. These would be the essential prerequisites for a well-motivated labor force providing high-quality nursing practice ⁽⁷⁾

2.2 The theory and concepts of motivation

2.2.1 The motivation

Motivation is a complex term involving a number of issues. The study conducted by found that the motivation terms including of as following ⁽⁸⁾

- 1) Encourage the individual to work in the organization. It is a total power, sharing of groups
- 2) Encourage and strengthen fellowship among the faculty. Strengthening with harmony.
- 3) Create good morale in the work. To the employees in the Organization.
- 4) Help build loyalty to the organization.
- 5) Make the control run smoothly. In the framework of discipline and Good Morals Reduce accidents and hazards in operation.
- 6) Support and motivate members of the organization to be creative in various businesses. In the organization, progress is made to workers and organizations.
- 7) Create trust and confidence in the organization where you work. Cause happiness I am happy to work.
- 8) Motivation contributes to performance.

In summary, incentives are important for executives to put in place. Force may cause low performance. Not a solution to the problem in the right way. Practical motivation is something that management must be interested in studying the factors that will motivate. Always work well. And to compare the situation of motivation to the founding of the mind. Workers should be the same. It will create creative power to work in. The desired direction and the set goals.

2.2.2 The Theories used in this study

For motivation assessment questionnaire was built up by applying the three model theories including of Herzberg theory ⁽⁹⁾, Sequence theory want of Maslow ⁽¹⁰⁾ and the Theory for Success McClelland's ⁽⁷⁾. Theory of Herzberg explained the motivation characteristics and how to maintain motivation as follow.

1. Motivation Factor

Motivation is essentially about motivating people to love and work. Motivation encourages people to be satisfied and to work effectively in an organization as a result of a number of factors.

- 1) People feel satisfaction by the work well done and the ability to solve problems.
- 2) People feel recognized and accepted for their accomplishments.
- 3) The work is interesting, challenging and requires personal initiative without excessive external checking and control.
- 4) Possibilities of advancement and professional growth are powerful motivating factors.

2. Maintenance Factor

A number of factors contribute to sustain the person's motivation.

- 1) Compensation, possibilities of advancement and professional growth are among the most important maintenance factors.
- 2) Interpersonal relationships with supervisors and subordinates.
- 3) The profession is recognized, and the employer has a good reputation in the business community.
- 4) Working conditions are good, the management is attentive to the need of workers, and the working conditions are safe, pleasant, healthy and comfortable.

2.2.3 Maslow's hierarchical requirement theory

Maslow's motivation theory rests on three assumptions.

- Humans have endless needs.
- Unmet needs influence people's behavior.
- People's needs range from low to high. After minimum needs have

been fulfilled, higher requirements will follow.

1) Basic health requirements refer to survival, such as food, water, Warmth, shelter and sleep.

2) Security or safety needs refer to be free of physical danger, fears of Losing job, property, food or housing

3) Affiliation, acceptance and esteem in a community.

4) Need for self-actualization. The desire to succeed in order to have. Achievement is the measure of success.

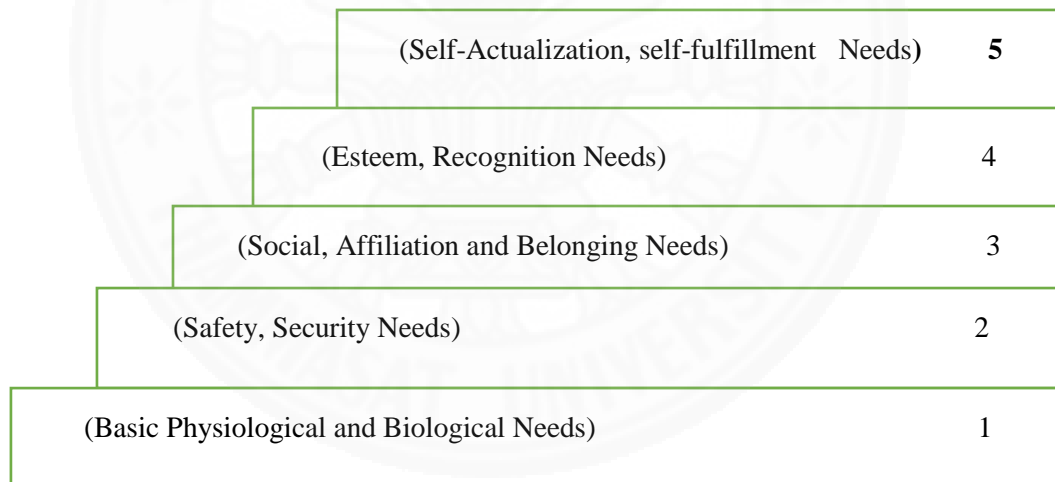


Figure 2.1 The hierarchy of human needs, according to Maslow's theory

Source: Theory Organizational Behavior: Theory and Application. Bangkok: THAMMASAT at University ⁽¹⁰⁾.

2.2.4 Mckelland's motivational theory

The table below summarizes factors influencing the people's motivation (7).

1. Need for Achievement(NACH) seeks ways to move forward. It takes effort to be successful. McKelland's study found that 85 percent of students want to be successful and to enter careers that require knowledge and talent to face risks, decisions and opportunities

2. Need for Affiliation (NAFF), is the third level of Maslow's hierarchy of needs and refers to people who desire to live and share with others.

3. Need for Power (NPOW) means a to control others, and inspire others to accept that control.

Motivation factors and Hygiene factors are the most important influences on personal job satisfaction ⁽¹¹⁾.

The table below summarizes factors influencing the people's motivation ⁽¹²⁾.

Table 2.6 Level of factor theory

Sequence theory Want Of Maslow	TWO- factor theory Of Herzberg North ⁽¹³⁾	Theory for Success McClelland's
Demand for success In life	Motivation or stimulus - success in work - respect	Demand for success In life
Needs praising Social needs	- challenging work - responsibility - progress	Demand is in the group
Demand safe	Support factors or hygiene factors - how to command - working conditions - Relationships with bosses. - Relationship with colleagues. - Policy and Administration - wages and job security	Power requirements
Body needs		

2.2.5 Two factor theory of Herzberg North

1) Motivation or stimulus

Success in work: In 2013, Nursing Council of New Zealand consulted on a proposal for introduction of registered nurse (RN) prescribing at two levels (specialist and community) within the designated class of prescriber. The respondents were experienced nurses. Overall, 82.3% expressed interest in becoming a community nurse prescriber, and 62.6% expressed interest in the specialist prescriber level. Nurses are already engaged in the provision of medicines to patients and prescribing authority would ensure they are suitably qualified to engage in these tasks ⁽¹⁴⁾.

Respect: The nursing workforce in Australian primary health care has grown exponentially to meet the growing demand for health care. Understanding the factors that nurses' rate as the most and least satisfying about their job will inform strategies to enhance nurse retention. Patient interactions, respect, teamwork, collegiality and autonomy were identified as the most satisfying professional aspects of their role. Personal considerations such as family friendly work arrangements and a satisfactory work-life balance were also important, overriding negative components of the role. The least satisfying aspects were poor financial support and remuneration, lack of a career path, physical work environment and time constraints. National restructuring of the primary health care environment was seen as a barrier to role stability and ability to work to a full scope of practice.

This study has identified a range of positive and negative professional and personal aspects of the primary health care nursing role, which may impact on staff recruitment and retention. Findings from the study should be considered by employers seeking to retain and maximize the skills of their primary health care workforce ⁽¹⁵⁾.

Challenging work: This study explored the opinions of nurses and doctors working in emergency departments towards the development of the Acute Care Nurse Practitioner service in the United Kingdom. This study also carried out in the United States and Canada suggest that the Acute Care Nurse Practitioner can have a positive impact on the critically ill or injured patients' experiences in the emergency department. This role is well developed in the United States and Canada. Nurses and doctors identified a need for the Acute Care Nurse Practitioner, but the blurring of

boundaries between doctors and nurses can result in inter-professional conflict unless this is addressed prior to the introduction of such advanced practitioners. Relevance to clinical practice. As the role of the emergency nurse diversifies and expands, this study re-affirms the importance of inter-professional collaboration when seeking approval for role expansions in nursing ⁽¹⁶⁾.

Responsibility: The aim of this study was to explore leadership factors that influence nurse performance and particularly, the role that nursing leadership behaviors play in nurses' perceptions of performance motivation. Nurse performance is vital to quality patient care outcomes and nursing leadership behaviors have been linked to nurse performance. The review suggests that nurse performance may be improved by addressing nurse autonomy, relationships among nurses, their colleagues and leaders, and resource accessibility ⁽¹⁷⁾.

Progress: There is a growing impetus to reorganize the hospital discharge process to reduce avoidable readmissions and costs. The aim of this study was to provide insight into hospital discharge problems and underlying causes, and to give an overview of solutions that guide providers and policy-makers in improving hospital discharge. Effective discharge is related to factors at the level of the individual care provider, the patient, the relationship between providers, and the organizational and technical support for care providers. Providers can reduce hospital readmission rates and adverse events by focusing on high-quality discharge information, well-coordinated care, and direct and timely communication with their counterpart colleagues. Patients, or their caregivers, should participate in the discharge process and be well aware of their health status and treatment. Assessment by hospital care providers whether discharge information is accurate and understood by patients and their community counterparts, are important examples of overcoming identified barriers to effective discharge. Discharge templates, medication reconciliation, a liaison nurse or pharmacist, regular site visits and teach-back are identified as effective and promising strategies to achieve the desired behavioral and environmental change. This study provides a comprehensive guiding framework for providers and policy-makers to improve patient handover from hospital to primary care ⁽¹⁸⁾

2) Support factors or hygiene factors

Working condition: The nursing process is a systematic method of planning, delivering, and evaluating individualized care for clients in any state of health or illness. Many countries have adopted the nursing process as the standard of care to guide nursing practice; however, the problem is its implementation. If nurses fail to carry out the necessary nursing care through the nursing process; the effectiveness of patient progress may be compromised and can lead to preventable adverse events. This study was aimed to assess the implementation of nursing process and associated factors among nurses working in selected hospitals of central and northwest zones of Tigray, Ethiopia, 2015. Seventy (35%) of participants have implemented nursing process. The majority of the participants were not implementing the nursing process properly. There are many factors that hinder them from applying the nursing process of which level of education, knowledge of nurses, skill of nurses, atmosphere of the work place, shortage of material supply to use the nursing process and high number of patient load were scientifically significant for the association test⁽¹⁹⁾.

Relationships with bosses: the aim of this study was to describe the process of how nurse and physician managers in formalized dyads work together to address clinical management issues in the surgical division of one hospital setting. The theory explains how nurse and physician managers align their professional agendas through the processes of 'accepting mutual necessity', 'daring to risk (together)' and 'constructing a shared responsibility'. Being credible, earning trust and safeguarding respect were fundamental to communicating effectively.

Intentional partnering elucidates the relational components of working together and the strategizing that occurs as each partner deliberates on what he or she is willing to accept, risk and put into place to reap the benefits of collaborating⁽²⁰⁾.

Relationship with colleagues: This study talked about emotional labor as a facet of all aspects of nursing work and nurse-patient/family/collegial interactions. Emotional dissonance arising from surface acting in emotional labor can lead to stress and burnout. Resilience can be a protective process for the negative effects of emotional labor. Several resilience interventions have been designed to

strengthen nurses' individual resources and reduce the negative effects of workplace stress; however they do not specifically address emotional labour. Inclusion of emotional labour-mitigating strategies is recommended for future resilience interventions. Resilience is a significant intervention that can build nurses' resources and address the effects of emotional dissonance in nursing work. There is a need for further investigation of the relationship between resilience and emotional labour in nursing, and robust evaluation of the impact of resilience interventions that address emotional labour⁽²¹⁾.

Policy and administration: The present study assessed the motivation level of nurses working in 3 highly decorated tertiary-level government hospitals of India and also underpins the factors attributing to motivation levels. A sequential mixed-method design was used in this study wherein 400 nurses working in 5 units of nursing care in the hospitals were enrolled based upon proportionate random stratified sampling techniques. A self-administered questionnaire with Likert scale was developed based upon scale used by Mbindyo et al. The attributes of motivation were then categorized into external and internal attributes. For the qualitative component, participants with varied responses in quantitative data were selected and interviewed. The intrinsic motivational attribute of organizational commitment was rated highest followed by general motivation, conscientiousness, and self-efficacy. Personal issues, timeliness, and burnout were prime discouraging attributes among study participants. Socio-demographic characteristics and work profile characteristics showed significant relationship with the attributes of motivation. This study underscores the significance of different attributes of motivation which needs to be considered while framing administrative strategies and policy guidelines by authorities⁽²²⁾.

Wages and job security: The purpose of this study was to investigate the determinants of job satisfaction of hospital nurses. The focus was on work rewards. A causal model of job satisfaction of hospital nurses was constructed based on situational perspectives. All variables except workload were positively correlated with job satisfaction. It was found that three task reward variables (workload, meaning, and participation), two organizational reward variables (security and promotional chances) and one social reward variable (family support) had significant influence on nurses' job satisfaction. The explained variance for job satisfaction was

41.4%. The data further indicate that task rewards were the most significant determinants of nurse job satisfaction. These findings provide strong empirical evidence for importance of task, organizational and social reward variables in explaining Job Satisfaction of nurses⁽²³⁾.

Other concerned study aimed to examine the relationship between work ideals, experiences of work and job satisfaction through a vital period in nurses' careers. To compare beginning nurses' job satisfaction, perceived job rewards and values with those of beginning doctors and teachers. Survey data were collected from two cohorts of students in several educational programs in Norway. The survey was repeated among the same respondents, as workers, 3 years after graduation. Almost 3000 students were originally invited to participate. The response rate in the surveys varied from 59% to 80%. Tabular analyses and linear regression models. The results indicate similarities in nurses and doctors' and teachers' preferences for work, but differences in what they obtain. In the transition from school to work, nurses increase their emphasis on high income and job security, and 3 years after graduating, nurses' emphasis on these two job values is higher than that of doctors and teachers. Nurses were fairly satisfied with their present job.

In terms of level of job satisfaction and their preferences for work, the transition from school to work for nurses seems less dramatic than initially assumed⁽²⁴⁾. This study aimed to evaluate nurses' opinions on the violation and protection of their rights at public hospitals. 1,808 respondents, 1,374 said nurse's rights were not protected and 994 nurses believed that their rights were not protected at public hospitals. However, 1,027 (56.8%) of the nurses stated that their right to job security was protected, while 1,448(80.1%) reported violation of their right to adequate pay and 1,289b reported violation or non-recognition of the right to participate in the political decision-making processes that directly affect the nursing profession. Those who were middle-aged and those who had bachelor's degree believed their rights were not protected, and considered nursing as a weak profession that was unable to protect its rights ($p < 0.001$). Nurses believed their rights, especially those about salary, were not sufficiently protected.

2.3 Factors influence level of motivation at work

2.3.1 Personal factors

Work motivation comes from within a person and is therefore affected by two groups of personal factors: background factors (both demographic and work-related), and the individual's way of thinking and their perception of the workplace. The mental process of work motivation involves many judgments, such as assessments of the situation, her/his place in the situation, and comparisons with other people and other situations. The internal judgments (conscious or subconscious) which evoke work motivation are based on individual preferences based upon personal needs and values ⁽¹⁾.

These priorities depend on various background factors, including her/his age and gender, social status (e.g. being a wife and a mother), own knowledge, skill and experience (e.g. education, professional training, and duration of service, prior work-places and positions). A nurse's age has been associated with their work motivation in various ways and this has led to inconsistent findings. Although little explored, one explanation may be the generational differences in nurses' perceptions, needs and values, which have resulted in differences in their work motives and motivation factors, particularly the compensation factor. In the current nursing workforce, there are three generations who have been born in a similar time-frame and grown up with similar societal influences: Baby Boomers (born in 1946-1964), Generation X (born in 1965-1980) and the Millennials (born in 1981-2000) ⁽¹⁾.

Earlier studies conducted before the global economic crisis of 2008 have revealed that nurses' intrinsic work motivation grows with aging ⁽²⁵⁾. Also, younger, less tenured nurses were more externally motivated by remuneration than older and more tenured colleagues. About ten years ago there were also nurses from the Veteran generation (born before 1945), who were seen as more solid and got things done without questioning. These are compared with Baby Boomers (seen as workaholics and self-centered, expect involvement, and demand attention to be given to their ideas and contributions) and Generation X (self-reliant, loyal to self rather than the job or institution, fun-seeking, focus on outcomes and hate process) ⁽²⁶⁾.

This is probably because of a longer duration of service, during which they gain a higher level of education and more experience. Longer duration of service, prior work-places and positions may be important prerequisites for greater experience ⁽²⁷⁾.

However, the current work-place and position may itself be motivating when it particularly well satisfies a nurse's work-related needs and is in line with her/his individual priorities and values. This may provide an explanation as to why nurses who value more technical procedures have been more motivated by working in surgical units whilst nurses who value more decision making authority and high environmental uncertainty have been more motivated working in intensive care units. In addition, nurses working in lead positions have been seen to be more motivated by autonomy and communication, morale, recognition and rewards ⁽²⁵⁾.

Gender differences in social roles, needs and values may have an effect on nurses' preferences for motivators and also their actual motivation. Some studies claim that male nurses are more motivated by communication and morale, supervision and management, and recognition and rewards ⁽²⁸⁾. Female nurses seem to be more motivated by non-financial rewards, although another study claims that females are more motivated by remuneration than their male counterparts. Nevertheless, no significant differences between the performance of male and female nurse have been detected ⁽²⁸⁾.

However, the associations between nurses' gender and motivation remain unclear because of these contradictory study findings and also because the groups of male respondents have usually been too small to make any reliable gender based comparisons in the nursing studies which have so far been conducted. While the orientation of nurses' work motivation depends on their individual priorities, the strength and sustainability of both extrinsic and intrinsic work motivation depends on the congruence between the nurses' personal value system and the work characteristics or conditions provided by the organization (i.e. shared values).

Regrettably, the cognitive and affective process of workers has rarely been studied and has been largely overlooked in studies on nurses' work motivation. Despite the fact that the Job Characteristics Model and other theories of intrinsic process motivation ⁽²⁹⁾ have been referred to in nursing literature with relative frequency, the findings about the actual relationships between nurses' work

characteristics (i.e. skill variety, task identity, task significance, autonomy and feedback), the three critical psychological states listed above, and four work-related reactions (intrinsic motivation, high quality work performance, work satisfaction, and absenteeism/turnover) are fragmental and the last such publications were produced in the previous decade ⁽³⁰⁾.

However, the feelings that their work is meaningful, feeling autonomously responsible for their work, and receiving respectful feedback about their performance have also been reported as motivating to nurses in more recent studies ⁽³¹⁾.

2.3.2 Organizational Support factor

Nurses' work motivation and well-being has also been associated with organizational factors such as work-place characteristics and working conditions ⁽³²⁾. For an effective incentive system to be implemented, the health care organization needs to provide a work-place which respects a health professional's needs and preferences.

This includes those factors and conditions within the work environment that enable and motivate health professionals to work better and stay in their employment ⁽³³⁾. With regard to motivating work-place characteristics, there is a widespread consensus that for increasing and sustaining a more powerful intrinsic work motivation, the work has to be moderately enriched by bringing the work-place up to the competence level of worker and enabling them to use the whole range of her/his abilities ⁽³⁴⁾.

Therefore, work autonomy with a clarity of roles and responsibilities, recognition of work and achievement (by way of adequate feedback), effective open communication, an equal opportunity policy, support for career and development, membership of an effective team, and the respect of colleagues and the community are the main organizational factors which characterize a motivating work-place for health professionals (Global Health Workforce Alliance, 2008). These factors are all essential in order to satisfy nurses' needs for autonomy, competence and relatedness ⁽²⁹⁾, to enable them to attain individual self-actualization and achievement to provide an experience of a meaningfulness of their work, offer personal responsibility for their work outcomes, and to gain knowledge of the results of their own activities ⁽³⁴⁾.

Therefore, the hospitals where nurses are supported by the management, engaged in the highest decision-making (making their own decisions with regard to their staffing and nursing care), and with high-quality and open communications between nurses and physicians are considered to be a magnet class of hospital for attracting, motivating and retaining nurses and other health professionals. Giving nurses the autonomy to determine for themselves what, when and how to do tasks within their own responsibilities has been associated with higher intrinsic motivation in many studies ⁽³¹⁾.

Requirements for nurses to have respectful communication and relationships with coworkers, management and the patient/community, that nurses' engagement and empowerment allows them to be both verbally (open communication) and physically (skill use, with management support for activities) active in multi professional and functional teamwork have been reported to increase nurses' motivation in several studies ⁽³⁵⁾.

In addition, professional learning and training opportunities have increased nurses' work motivation, as well as enabling them to develop their competence and self-confidence and thereby experience more individual achievements at work. In fact, improved learning and practice opportunities is considered as one of the three main reasons for nurses to migrate in search of better working incentives ⁽³⁶⁾. With regard to working conditions - sufficient resources (human and material), supportive structures, effective workload management, flexible work hours, occupational health and safety, and salary and allowances are considered to be the main motivating working conditions in health organizations ⁽³³⁾.

Moreover, a better salary and a better quality and security of personal life have also been cited as the most frequent reasons for nurses' professional migration from rural to urban areas, and from lower to higher income countries. According to basic human need, the safety and well-being of one's own always comes before being able to care adequately for others. Therefore (and particularly in countries of lower income and with a discrepancy of social welfare), financial remuneration and job security have been seen as a relatively important motivator for nurses. Even best qualified and highly intrinsically motivated nurse needs support structures which

provide proper tools and essential facilities for maintaining their motivation and their ability to carry out high-quality and safe nursing care ⁽³⁶⁾.

Also, staffing has been frequently associated with nurses work motivation, because it determines their workload and work intensity in terms of the number of tasks and patients, and the degree of psychological and physical overload ⁽³⁷⁾. Working in a fixed schedule and having a flexibility of working hours have also been found to contribute to motivating working conditions in nursing ⁽³⁸⁾.

2.4 Mahosot hospital Management, Vientiane Capital, LAO PDR

2.4.1 Geographical location

MAHOSOT hospital is the oldest general healthcare provider in Vientiane, the capital of Lao PDR. The hospital was established in 1910, covers an area of 31,375 m², and has 450 beds and 33 divisions, of which 7 are administrative divisions and 26 technical divisions. It employs more 833 medical staff, all of whom are Lao nationals, many of whom received training overseas. The 30 technical divisions consist of general medical, diagnostic and treatment services, and technical support staff.

Table 2.7 the hospital has 33 departments

No	Division	NO	Division
1	Exit Zone Division	18	The Division of Mental Health
2	Division of Internal Affairs,	19	Special Administrative Divisions,
3	Gastrointestinal,	20	The Nursing Division
4	Steroids - tropical diseases,	21	Division of Dental
5	Lung and Tuberculosis Division	23	. Division of ear, nose, neck
6	General Surgery Division,	24	Rehabilitation and Traditional Medicine Division
7	Division of Surgical Removal System	25	. General Analysis Division

Table 2.7 the hospital has 33 departments (Cont.)

No	Division	NO	Division
8	Division t of Surgery - decoration,	26	Division of Microbiology
9	Division of Pediatric Surgery,	27	Photo Division - Radiator
10	Children's Division	28	Division of Medicine
11	Child Rehabilitation Division - Newborn,	29	Division of rehabilitation and Planning
13	Divisions - Maternal and Child Health,	30	Division of Organization - Employees
14	The Division of Dosage and Restoration,	31	Division of Finance
15	Feng Chui,	32	Division of Insurance
16	Surgery Division,	33	Division of Medical Management
17	Division of Nutrition,		

In addition to the above-mentioned organizational structure, the hospital also has a board of directors to monitor and direct the hospital management, and a Center for Blood Stem Cells.

The human resource management department focuses on effective organization structure and factors influencing the staff's motivation to provide good healthcare services to the general population. Nursing services are central to the hospital's operation, and the nursing staff receive special attention with respect to their work, compensation, and professional training.

So far, it seems that the association between these factors and a nurse's work motivation has not received the attention it deserves.

2.5 Relevant researches on work motivation

2.5.1 Factors affecting job motivation

Report that the work motivation has five components.

- 1) Satisfying profession and an appropriate career level.
- 2) Good working conditions.
- 3) Job satisfaction was greatest in age groups of 25-34 45-54.
- 4) Compensation based on fixed income and special remuneration.
- 5) Good relations with supervisors and co-workers.

It can be based on factors such as arousal, expectation, use of incentives and punishment to drive people to behave in a direction.

Motivation refers to the power inside of each person. People who act or stimulate the person. There are internal and external factors. Motivation is also critical to the effectiveness of the work that will result in the success of the organization. Major success requires good processes, starting with motivation. To provide employees with a good mind to work. In the past, research has found that motivating factors and supporting factors promote effective performance.

By the study motivation of the work. Staff of Chiang Mai Municipality Studying Employee motivation Chiang Mai Municipality There are 2 objectives. 1) To study factors that affect. Employee motivation to work. 2) To study the solution to problems and obstacles. Appropriate approach to motivate employees to work properly. In fact, it is possible in practice to assume that Motivation and Factors the performance of the sub-district employees was at a high level. And employees with status Economic and social factors and job functions are different.⁽³⁹⁾

Chun in different performance. The study indicated that Municipality employees receive incentives. The success of the work Acceptance responsibility the nature and scope of the task. Chun in operation Relationships with other people. Governance, policy and Manage the working environment Security and security relate to performance. The level of employees is very high. Another motivation factor is development and progress. And supporting factors. Other benefits include benefits, benefits and benefits such as pension and life insurance. Accident in operation Healthcare services, recreation bonuses, and Sports, housing, travel and transportation

in the workplace. Distribution of good quality food and Fair prices, resting places and library services. Has relationship to work in the hypothesis was that the employees of the municipality had economic and social status It was found that personal factors in the number of children of motivational factors had The rest are sex, income per month, age, residence status. Study of current position of government officials. No other income per month. The difference was that the difference in age group and work performance in the department were different. Expected at a significant level, the rest in other personal factors.

Table 2.8 Motivation and job satisfaction

Employee needs	Employees are satisfied and work well.
1. economic security	<ul style="list-style-type: none"> - Have a good income. - Get the rights and benefits. - has been promoted. - get progress - There is stability in the work done. - There is a feeling that the job is certainly stable. - Confident and trust the boss. - Know your status.
2. Emotional and mental stability	<ul style="list-style-type: none"> - Approved or approved. Of supervisors - feel that they are involved in ownership. - Always treated fairly. Always late
3. There is acceptance of knowledge.	<ul style="list-style-type: none"> - Awards for job well done. - Creative work. Praise for success. - Feel that their abilities have been applied. - progress with work
4. Have the opportunity to demonstrate knowledge.	<ul style="list-style-type: none"> - There is a feeling of active and active. In useful activities - has worked various types. That is not monotonous and boring. be tired
5. Been praised	<ul style="list-style-type: none"> - feel treated as human beings and be respected in dignity

Motivation activates and guides all verbal and physical activities at work. The level of motivation determines how much the nurse is committed to her work ⁽⁴⁰⁾. Motivated nurses perform better and are more productive. The quality of a motivated worker's performance may be different on whether the incentive is internal or external. The motivation that comes from the person itself leads to a higher quality of nursing ⁽³⁶⁾

Compensation, good working environment, recognition of good work, promotion, professional training are among the key factors that will significantly raise the motivation of the nursing staff ^{(41), (42)}.

Nurses' work motivation is associated with several personal and organizational factors, such as age, duration of service, education, experience, current work-place and position, and personal needs and priorities ⁽²⁸⁾.

It is therefore important to provide incentives that satisfy personal motivation at the same time with incentives to improve the working environment ⁽⁴³⁾. Both incentives are needed to employ and retain good nursing staff. This is a difficult issue in cases where healthcare financing is a big problem for governments with limited means. In such case, emphasis should be put on non-financial incentives, such as a good work environment, flexible work schedules, career support etc. ⁽⁴⁴⁾.

It is also possible to support and stimulate nurses by giving them more freedom to organize and perform their work ⁽⁴⁵⁾.

One should also bear in mind that additional money that may be needed to motivate nurses with better salaries and training create benefits in better work performance that outweigh such costs.

Therefore, continuous effort is being made to find and implement incentive systems suitable for the planning and management of human resources for nursing.

CHAPTER 3

RESEARCH METHODOLOGY

The study of nurses' motivation of MAHOSOD hospital, Vientiane, Lao PDR was presented and literature review based on conceptual framework and conceptual as follow below:

3.1 Study design

This cross-sectional study was conducted by self-administered questionnaire at MAHOSOT Hospital, LAO PDR, from 1-30 April 2018.

3.2 Population and samples

All nurses currently work in each division, section and unit of MAHOSOT hospital, Vientiane Capital in April 2018 were the study population.

3.3 Research instrument

Structured questionnaire was used as the instrument in this study. Questions were prepared in English and Lao Language. The questionnaire consisted of 3 parts:

Part1: consisted of socioeconomic features of respondents, including such as: age, sex, marital status, religion, education, income, and years of experience.

Part 2: consisted of questions about nurse motivation on working at MAHOSOT Hospital. It comprised of 33 questions regarding motivation at work based on work experience, which measured on 4-Liker scale from disagree, less agree, moderate agree and strongly agree

Part 3: consisted of 2 main questions, suggestion to improve nurse performance and motivation and satisfaction on working

3.4 Data collection

In order to work timely. After the researcher got the letter for personal department, and then submit to MAHOSOT Hospital for their approval and met the head of Nurse Division. The researcher presented the objectives of the study and started to collect data by handed the questionnaire to each sample on the office hour each day in the room which was allowed to for data collection. The researcher explained the objectives of the study and asked them to read an informed consent, if they agreed to participate asked them to sign, and then they can start to answer the question. The researcher was always available to response to all questions while answering. Data collection was carried out as a planned.

3.5 Statistical analysis

3.5.1 Data entry

The data was entered using Epi-Data version 3.1, since this software could help on controlling quality of data; both range and logical check during data entry. Then it was transferred to SPSS for data analysis.

3.5.2 Scoring and classification criteria

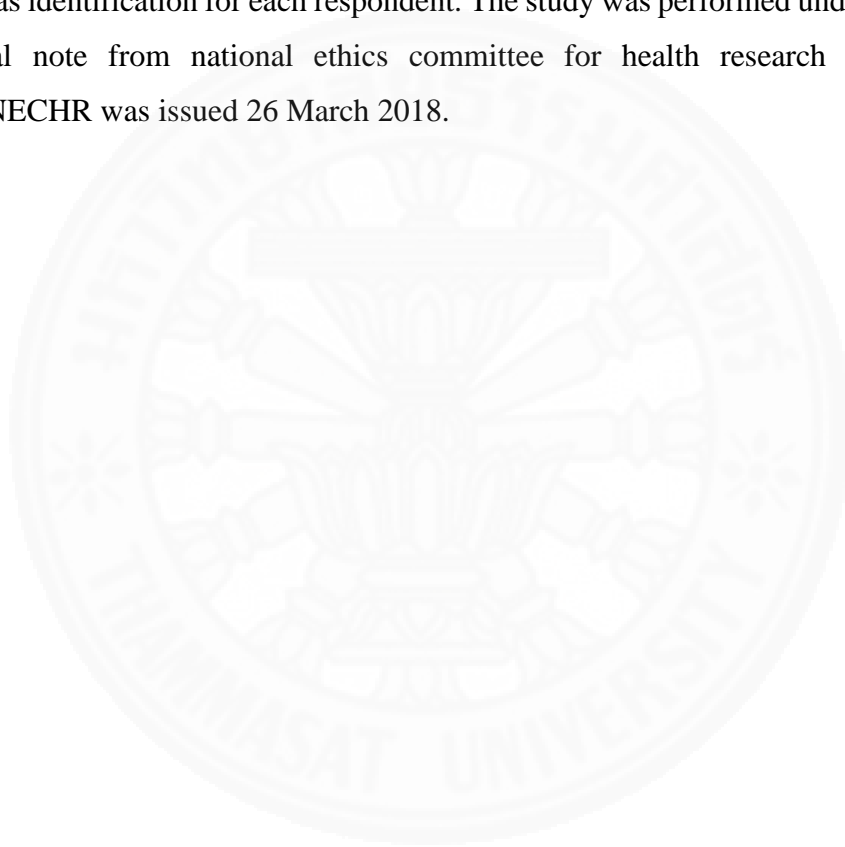
The score 1-4 was assigned to the response from disagree – strongly agree, then the score per number of item of measuring overall motivation, motivating and hygiene factors. The score per number of item measuring each dimension of both factors was also calculated. Then overall motivation, motivating and hygiene factors as well as each dimension of both factors were classified into 3 groups: 1.00-2.79 = low, 2.80-3.39= fair and 3.40-4.00= high.

3.5.3 Statistics

Descriptive statistics: percentage, mean, maximum, and minimum values were used to examine the general characteristics of the sample population. Inferential statistics: Chi-square test for association was to analyze the relationship between nurse's characteristics and motivation, at 5% level of significant.

3.6 Ethical consideration

This study was conducted according to the rules and principles of human research ethics. Consent form was obtained before data collection according to be respect to the respondents. Participants had right to end interview whenever they want to. Protection of confidentiality data was our priority. Therefore, the names of respondents would not be included in the questionnaire. The answers were kept with code as identification for each respondent. The study was performed under the approval ethical note from national ethics committee for health research committee no 045/NECHR was issued 26 March 2018.



CHAPTER 4

RESULTS AND DISCUSSION

This cross sectional study was conducted to evaluate the motivation of nursing staff working at the MAHASOT Hospital in Vientiane, capital of Lao PDR. The data were collected during 1st April to 30th April 2018 by means of self-administered questionnaire with a total of 300 nurses.

4.1 Results

4.1.1 Nurses' characteristics

4.1.2 Motivation

4.1.4 Association between nurses' characteristics and motivation

4.1.5 Suggestion

4.2 Discussion

4.1 Results

4.1.1 Nurses' characteristics

Nurses' characteristics were shown in Table 4.1. Majority (91.6%) was female and 67.7% age below 30-39 years. About three-fifths had completed not more than and only 17.7% graduated bachelor and master degree. In regards to marital status, 64.7% reported married and living together and 31.3% was still single. For working experience, 50.0% had been working in this hospital 10-19 years and only 6.7% reported of working less than one year. Type of officer, 84.7% was government officer and 7.3% was on probation. However, 7.3% was on voluntary basis. They were from various divisions.

Table 4.1 General characteristics of 300 nurses

Nurses' characteristics	Number	Percent
Sex*		
Male	25	8.4
Female	275	91.6
Age (years)		
30-39	203	67.7
40-49	57	19.0
≥ 50	40	13.3
Educational background		
Beginning-level	7	2.3
Middle-level	177	59.0
High diploma	63	21.0
Bachelor degree	48	16.0
Master degree	5	1.7
Marital status		
Single	94	31.3
Married	194	64.7
Married but living apart	5	1.7
Divorced	7	2.3
Experience of working(years)		
< 1	20	6.7
1-5	67	22.3
6-9	63	21.0
10-19	150	50.0

Table 4.1 General characteristics of 300 nurses (cont.)

Nurses' characteristics	Number	Percent
Type of officer		
Government officer	254	84.7
On probation	22	7.3
Temporary officer	2	.7
Volunteer	22	7.3
Working Division		
ER(Emergency Room)	24	8.0
General pediatric	23	7.7
Heart S (Heart surgery)	21	7.0
Obstetrics	20	6.7
Cardiovascular	15	5.0
Infection pediatric	15	5.0
Lung	13	4.3
Department international clinic	13	4.3
Anesthesia	12	4.0
Gynecology	11	3.7
Abdominal surgery	10	3.3
Pediatric surgery	10	3.3
Gastroenterology	9	3.0
ICU P(intensive care unit pediatric)	9	3.0
Operation theater	9	3.0
Urology surgery	9	3.0
Eyes	8	2.7
ICUA (Intensive care)	8	2.7
OPD (outpatient department)	8	2.7
Female surgery	7	2.3

Table 4.1 General characteristics of 300 nurses (cont.)

Nurses' characteristics	Number	Percent
General Pediatric	7	2.3
Working Division (cont.)		
ENT (Ear, Nose, Throat)	6	2.0
MCH (Mother & Child)	6	2.0
Plastic Surgery (plastic surgery)	6	2.0
Dental	5	1.7
Mental health	5	1.7
Recovery room	4	1.3
Nutrition	4	1.3
Infection adult	3	1.0

*299 valid cases

4.1.2 Motivation

Overall motivation on working of nurses at Mahosot Hospital, only 10.0% was at high level, 52.3% at moderate, while 37.7% was at poor level.

Considering each factor of motivation, motivation factor was better than hygiene factor on working as perceived by nurses at Mahosot Hospital, since those who were at good level of both factors were 25.7% and 6.0% respectively.

Looking closely to each dimension measuring motivation factor, percent at good level of success in work (79.0%) was the highest, followed by challenging in work (69.3%), responsibility (56.0%), and progress (51.3%). However, only 8.0% was at good level of respect.

In regards to each dimension measuring hygiene factor, percent at good level of relationship with bosses (62.7%) was the highest, followed by relationship with

Colleagues (34.0%), and working conditions (29.3%). However, 25.0% was at good level of policy and administration. The detailed shown in Table 4.2.

Table 4.2 Number and percent of overall level motivation, motivation and hygiene Factors of 300 nurses

Motivation factor	Good		Moderate		Poor	
	Number	Percent	Number	Percent	Number	Percent
Overall Motivation	30	10.0	157	52.3	113	37.7
Motivation Factor	77	25.7	71	23.7	61	20.3
Success in work	237	79.0	42	14.0	21	7.0
Respect	24	8.0	93	31.0	183	61.0
Challenging work	208	69.3	62	20.7	30	10.0
Responsibility	168	56.0	95	31.7	37	12.3
Progress	154	51.3	93	31.0	53	17.7
Hygiene Factor	18	6.0	72	23.7	211	70.3
Working conditions	88	29.3	125	41.7	87	29.0
Relationship with bosses	188	62.7	68	22.7	44	14.7
Relationship with colleagues	102	34.0	160	53.3	38	12.7
Policy and Administration	75	25.0	120	40.0	105	35.0
Policy and Job security	0	0	134	44.7	166	55.3

Considering the response to each item measuring success in work, 73.7% and 72.7% were strongly agreed that they achieved assigned tasks and proud of their own achievement. Based on results showed that motivation of nurse can be concluded as following: Over half of participant 73.3% achieving assigned task. While 3.3% was not achieving assigned task. Most of participant 72.2% had proud of own achievement. Few of them was less proud of own achievement. 69.3% of participant

informed that they achievement as planned while 3.0% was less achievement as planned.

Results showed that over half of participant 71.3% strong agree professional and reliable. While 3.3% less agree professional and reliable. Over half of participant 68.0% felt as part of an organization. Few of them 3.7% less feeling as part of an organization. Nearly half of participant 43.3% strong agree with acceptance by organization, society and professional association, 7.7% less agree with acceptance by organization, society and professional association.

Result showed that more than half of participant 75.3% strong paid attention to ethics and professional behavior to improve patient's satisfaction. Whereas 1.7% of participant less paid attention to ethics and professional behavior to improve patient's satisfaction. On the other hand, over half of participant strong gave standardized service to patients, only 4.0% of participant less gave standardized service to patients. Not half of participant 38.3% strong improved nursing service to provide quality medical help to public, while only 7.7% of participant less improved nursing service to provide quality medical help to public. In addition study reported that 30.7% of participant strong flexible service and high efficiency.

Results showed that most of participant 88.7% proud of own occupation, while 1.7% did not proud of own occupation. More than half of them 77.3% had high responsible, and 2.7% of participant had not high responsible. Over half of them 61.7% reported their division had good relationship among officers, and 6.0% of participant reported their division had not good relationship among officers.

Result were that over half of participant 61.3% strong being in charge of significant function in the division, only 5.3% of participant less being in charge of significant function in the division. On the other hand, most of participant 81.0% strong applied technical knowledge in working. Few of them 2.7% applied technical knowledge.

Result showed that 62.7% strong agreed the hospital safe and high quality to service the society's need, and few of participant 5.0% less agreed the hospital safe and high quality to service the society's need. Not half of them 37.3% strong agreed that division has up level policy more than other, and 9.3% of participant less agreed that division has up level policy more than other. Not over half of

participant non-stressed in working environment, whereas 9.3% of participant less stressed in working environment. Only 28.7% of participant informed that the division had a safe working environment and 14.7% of participant less agreed. In addition, only 15.7% of participant reported that the division has sufficient equipment, 30.0% of participant less agree.

Results were that 30.3% of participant received praise from co-workers, and 10.7% of participant less received praise from co-workers, it showed that relationship with boss was not good. While 27.0% of participant received praise from supervisor, 18.7% of them less received praise from supervisor.

Results were that 43.0% of participant informed that the division has transparency and equity policy, and only 9.0% informed they less agree with the division has transparency and equity policy.

Results were that 57.7% of participant strong agreed helping each other in cause of illness, only 5.0% less agreed helping each other in cause of illness. On the other hand, 34.0% of participant strong agreed that hospital had clear policy and goal, and 0.9% less agreed that hospital had clear policy and goal. 33.0% of participant informed that they had an opportunity to improve skill while 12.7% less an opportunity to improve skill. Only 18.7% of participant reported that health insurance was sufficient, and 24.0% less agreed health insurance was sufficient. 17.0% of participant reported that the division was strong comfortable

Convenient, 28.0% of them less agreed that the division was strong comfortable & convenient. Wage and job security was not good according to result. 28.7% of participant reported that the division has a safe working environment, 14.7% of participant less agreed that the division has a safe working environment. 38.0% of them strong agreed that office is convenient area and convenient travelling, 13.3% of participant less agreed that office is convenient area and convenient travelling. On the other hand, 18.3% of participant strong agreed that incentive for response to own task, and 28.0% less agreed incentive for response to own task. Only 8.7% of participant strong agreed that salary was sufficiency for a living, and 37.7% of participant less agreed that salary was sufficiency for a living. On the other hand, Only 6.7% of participant strong agreed that travelling allowance was sufficient, 37.7% of participant less agreed that travelling allowance was sufficient.

Table 4.3 Number and percent of the response to each item measuring Motivation of 300 nurses

Statement	Motivation on working							
	Disagree		Less agree		Moderate agree		Strongly agree	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Motivation Factor								
Success in work								
Achieving assigned tasks	10	3.3	7	2.3	62	20.7	221	73.7
Proud of own achievement	9	3.0	5	1.7	68	22.7	218	72.7
Achievement as planned	8	2.7	9	3.0	75	25.0	208	69.3
Respect								
Professional and reliable	11	3.7	10	3.3	65	21.7	214	71.3
Feeling as part of an organization	8	2.7	11	3.7	77	25.7	204	68.0
Acceptance by organization,	7	2.3	23	7.7	140	46.7	130	43.3
Challenging work								
Paying attention to ethics and professional behavior to	8	2.7	5	1.7	61	20.3	226	75.3
Giving standardized service to the patients	9	3.0	12	4.0	116	38.7	163	54.3

Table 4.3 Number and percent of the response to each item measuring Motivation of 300 nurses (cont.)

Statement	Motivation on working							
	Disagree		Less agree		Moderate agree		Strongly agree	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Improving nursing services to provide quality medical help to Flexible service and high efficiency	8	2.7	23	7.7	154	51.3	115	38.3
Responsibility								
Proud of own occupation	13	4.3	5	1.7	16	5.3	266	88.7
Highly responsible	9	3.0	8	2.7	51	17.0	232	77.3
The division has good relationship among officers	8	2.7	18	6.0	89	29.7	185	61.7
Progress								
Being in charge of significant function in the	12	4.0	16	5.3	88	29.3	184	61.3
Applying technical knowledge in working	7	2.3	8	2.7	41	13.7	243	81.0
Hygiene factors Working conditions								
Making the hospital safe and of high quality to serve the society's needs	9	3.0	15	5.0	88	29.3	188	62.7

Table 4.3 Number and percent of the response to each item measuring Motivation of 300 nurses (cont.)

Statement	Motivation on working							
	Disagree		Less agree		Moderate agree		Strongly agree	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
The division has up level policy more than others	12	4.0	28	9.3	148	49.3	112	37.3
No stress in working environment	15	5.0	28	9.3	150	50.0	107	35.7
The division has a safe working environment	17	5.7	44	14.7	153	51.0	86	28.7
The division has sufficient equipment	18	6.0	90	30.0	145	48.3	47	15.7
Relationships with bosses								
Receiving praise from co-workers	8	2.7	32	10.7	169	56.3	91	30.3
Receiving praise from supervisors	9	3.0	56	18.7	154	51.3	81	27.0
Relationships with colleagues								
The division has transparency and equity policy	15	5.0	27	9.0	129	43.0	129	43.0
Policy and Administration								
Helping each other in case of illness	9	3.0	15	5.0	103	34.3	173	57.7
Clear policy and goals	11	3.7	27		160	53.3	102	34.0
Opportunity to improve skills	7	2.3	38		156	52.0	99	33.0

Table 4.3 Number and percent of the response to each item measuring Motivation of 300 nurses (cont.)

Statement	Motivation on working							
	Disagree		Less agree		Moderate agree		Strongly agree	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Health insurance is sufficient	25	8.3	72	24.0	147	49.0	56	18.7
The division is comfortable and convenient	31	10.3	84	28.0	134	44.7	51	17.0
Wages and job security								
The division has a safe working environment	17	5.7	44	14.7	153	51.0	86	28.7
The office is in a convenient area and I can come to work on time	15	5.0	40	13.3	131	43.7	114	38.0
Incentive for response to own task	29	9.7	84	28.0	132	44.0	55	18.3
Salary sufficient for a living	64	21.3	111	37.0	99	33.0	26	8.7
Travelling allowances are sufficient	94	31.3	13	37.7	73	24.3	20	6.7

4.1.3 Nurses' characteristics and motivation

Nurse's characteristics significantly associated to motivation were age (P-value =0.017), and years of working (p-value=0.015). The higher the age was the more the high level of motivation in work. Nurse who had working experience 1-5 years showed the highest level of work motivation. Those who newly work in this hospital had the least motivation. Monthly income was significantly related to motivation (p-value=0.010). It was observed that for those non-significant nurse's characteristics in relation to motivation were gender, educational attainment, and type of officer. For gender, male seemed to have low motivation as compared to female (12.0% and 9.9% respectively). Those nurses having higher educational attainment were more likely to have a high level of motivation in work. In regards to type of officer,

nurses who were on probation and temporary officer seemed to have more motivation than those government employee and volunteer.

Table 4.4 Association between nurses' characteristics and motivation

Nurses'	Total Sample s	Level of motivation						p- value *
		Low		Moderate		Good		
		Number	Percen	Number	Percen	Number	Percen	
Sex								.941
Male	26	4	12.0	13	52.0	9	36.0	
Female	274	27	9.9	144	52.6	103	37.6	
Age (years)								.017
30-39	203	25	12.3	114	56.2	64	31.5	
40-49	57	3	5.3	27	47.4	27	47.4	
≥ 50	40	2	5.0	16	40.0	22	55.0	
Educational Attainment								NA
Beginning-level	7	1	14.3	4	57.1	2	28.6	
Middle-level	177	23	13.0	92	52.0	62	35.0	
High Diploma	63	4	6.3	37	58.7	22	34.9	
Bachelor	48	2	4.2	21	43.8	25	52.1	
Master Degree	5	0	0.0	3	60.0	2	40.0	
Years of experience								.015
<1	20	5	25.0	11	55.0	4	20.0	
1-5	67	4	6.0	29	43.3	34	50.7	
6-9	63	10	15.9	31	49.2	22	34.9	
10-19	150	11	7.3	86	57.3	53	35.3	
Type of officer								NA
Government	254	23	9.1	133	52.4	98	38.6	
On probation	22	2	9.1	10	45.5	10	45.5	
Temporary	2	0	0.0	1	50.0	1	50.0	

Table 4.4 Association between nurses' characteristics and motivation (cont.)

Nurses'	Total Sample s	Level of motivation						P- value *
		Low		Moderate		Good		
		Number	Percen	Number	Percen	Number	Percen	
Volunteer	22	5	22.7	13	59.1	4	18.2	.010
Monthly income(Kip)								
<1,000,000	24	5	20.8	14	58.3	5	20.8	
1,000, 000-	148	20	13.5	75	50.7	53	35.8	
1,500,000-	95	4	4.2	55	57.9	36	37.9	
2,000,000-	33	1	3.0	13	39.4	19	57.6	

*p-value by Chi-square test NA= Chi-square test was not applicable

4.1.4 Suggestions for improving motivation

Suggestions for improving working motivation from nurses participated in this study were increase salary (90.0%), followed by training to improve professional skill (63.7%), hospital's policies and staff welfare (54.0%), and promotion (40.7%).

Table 4.5 Recommendations for nurses' motivation

Recommendation	Number	Percent
Up level of salary	270	90.0
Promotion (want have a sliding position)	122	40.7
Organization reputation	117	39.0
Organization's policy and welfare	162	54.0
Improve skill opportunity	191	63.7
Other	2	0.6
- Contract employees	1	0.3
- Medical equipment not enough	1	0.3

4.1.5 Job satisfaction

Nearly all nurses participating in this study were satisfied with their job (95.7%). More than half of them satisfied with the working atmosphere and relationships with their colleagues (52.7%), and nearly half of them liked the hospital's working conditions (46.3%).

Table 4.6 Job satisfaction of 300 nurses

Working satisfaction	Number	Percent
Occupation satisfaction	287	95.7
Satisfaction with policy and welfare	106	35.3
Workplace satisfaction	139	46.3
Colleague satisfaction	158	52.7
Organization's management satisfaction	92	30.7
Other	3	0.9
- Adjust the location and goodness	1	0.3
- Availability of medicine at the hospital	1	0.3
- Separate different cause of patients	1	0.3

4.2 Discussion

4.2.1 General characteristics:

Sex: Based-on study results, there were more female than male nurses (91.6%). Gender was not significantly associated with motivation (P-values=0.941). Gender was differences in social roles. Those factors may have an effect to nurse's motivation. And also to reality motivation. Some studies claim that male nurses are more motivated by communication and morale, supervision and management, and recognition and rewards⁽²⁸⁾. Female nurses seem to be more motivated by non-financial rewards, although another study claims that females are more motivated by remuneration than their male counterparts. Nevertheless, it was non-significant between performance of male and female nurse have been detected⁽²⁸⁾

Age: Shows that the association between general characteristics and level of motivation of nurses, aged 50 and higher, were more motivated than other age groups at MAHOSOT Hospital, and the association was statistically significant (P-value= 0.017). This study did not find age less than 30 years old because they had worked as a contract staff for more than five years before being as a permanent staff in this hospital. This study was not similar to other study although hospitals employ three different generations of nurses. As internal motivation to work was as common among older hospital nurses as it was in their younger counterparts (Article II). However, the

oldest generation of hospital nurses, more than 49 years, were more motivated by external factors such as reputation and fear of failure, whilst their younger colleagues indicated only a little degree of such motivation (Wieck et al. (2009) noticed that Baby Boomers demand more attention to be given to their ideas and contribution than does the Generation X group (33-48 years old), who are more self-reliant and enjoyment-seeking.

Education: More than half (59%) of the nurses at MAHOSOT hospital had middle qualifications, partly because the hospital has limited scholarships. In addition, there are specific criteria, such as good work performance and more than 5 years' experience. Other studies show that level of education is a factor that helps people want to improve their knowledge, but they did not show a significant association. In particular, studies by showed that working motivation were not supported by the study results.⁽⁴⁶⁾

Marital status: 64.7% of nurses were married, the association between nurse married and nurses' motivation has been not found, but it seemed to be factor related due to they have family and high expense. Thus, Hospital should have appropriated policy.

Working experience: For those who had been working in the hospital 1-5 years showed good level of motivation when compared to other groups. This can be explain a person who had working experience 1-5 years, they are still young and needs a higher promotion. In addition, the reputation of hospital, higher education opportunity were the most important factors related to nurse's motivation as working experience. In order to continue motivation and support them the hospital should promote nurse to improve their specify skill.

Public servant status. Most of the nurse were government employees (84.7%), and that work status had significant association with their work motivation. Due to higher salary, social welfare, improve skill opportunity and travelling cost whereas on probation, temporary officers and volunteer. They do not have those policy. Thus we have to support appreciated policy. And they may involve for important task.

Hospital division Outpatient department had the largest number of nurses, followed by the pediatric department and heart surgery. Nutrition, recovery and

infections departments had the smallest number of nurses. No significant relationship was found between the workplace and nurses' motivation, this was factors related to nurses' motivation.

Position Most nurses were working as part of lower-level technical staff (64.7%), and the study found no significant, but promotion was factor related nurses' motivation. Individual performance evaluation should be conducted to promote a person who had better working performance. And focus on person who was outgoing and appropriated criteria.

Monthly income. Those who newly work in this hospital had the least motivation. Monthly income was significantly related to motivation (p-value=0.010). It was observed that those non-significant nurse's characteristics in relation to motivation. Male seemed to have low motivation than female (12.0% and 9.9% respectively). Compared to other study found that salary had no relationship with nursing service quality at level of significantly (p-value<=0.05). Nurse were motivated by salary at a level which was not similarity to this study due to low income of participant. It showed that it was different from the study of Nurse were motivated by salary at a level which was not similarity to this study due to low income of participants. (47)

4.2.2 Motivation

1) Success in Work

About two-third of participants were strongly agreed that they were success in work. Refers to successful and productive at nurse's job, nurse who are successful. They have to be proactive on their own performance. Successful organization is one of individuals growing, learning and contributing to improvement, information sharing, assessments and rewards, those can help both individuals and organizations progress towards their goals. This is consistent with the research conducted by performance and satisfaction. This study showed that the pride of working success is a very strong motivate factor for nurse at Mahasot Hospital. Nurses are already engaged in the provision of medicines to patients and prescribing authority would ensure they are suitably qualified to engage in these tasks. (48)

2) Respect

Nurse wants to be acceptance and be respectful person by the means of their profession. In addition, they expect to be part of an organization. This agreed with the study of working company the results of the study showed that the trust from boss and colleagues encouraged nurse to work efficiently. On the other hand, a positive feedback from supervisors and colleagues was a factor related to nurse's motivation. This study has identified a range of positive and negative professional and personal aspects of the primary health care nursing role, which may impact on staff recruitment and retention. Findings from the study should be considered by employers seeking to retain and maximize the skills of their primary health care workforce. ⁽⁴⁹⁾

3) Work challenge

Paying attention to ethics and professional behavior to improve patients' satisfaction, giving standardized service to the patients and improving nursing services to provide quality medical help to the public and flexible service and high efficiency among officers were factor related to nurse's motivation. ⁽³¹⁾. Other study found that the majority of nurses were holding a nursing diploma. More than three quarters of nurses have achievement motivation and having well beliefs about decision making. The total mean score for decision making ability. Nearly half of nurses evaluated in this study have burnout, It was significant correlation between achievement motivation and decision making ability while no statistically significant correlation was detected between achievement motivation and both of decision making beliefs and total score of job burnout. From this study was similarity to nurse's motivations at Mahosot Hospital. ⁽⁵⁰⁾

4) Responsibility

Responsibility means proud of own occupation, highly responsible and relationship being in charge of significant function in the division. The level of responsibility assigned to hospital nurses is an important motivating factor. Because, it reflects the nurses' professional success. In other business environments, which shows the general validity of promoting staff on merit to give them higher positions of work responsibility. This also reflects higher compensation and benefits that go with higher positions. The review suggests that nurse performance may be improved by addressing

nurse autonomy, relationships among nurses, their colleagues and leaders, and resource accessibility.⁽⁵¹⁾

5) Progress

Most of participants had strong motivation in applying technical knowledge in working and more than a half had very strong motivation in being in charge of significant function in the division. In order to increase the motivation of nurse, the hospital should promote specify skills such as leadership skill, solving problem skill, decision making skill and good relationship, exchange knowledge with expertise inside and oversee.

4.2.3 Hygiene factors

Hygiene factors is one of indicator, which helps people keep working all the time as working conditions. It is one factor for motivation because hospital is reliability with nurse. Job security, workplace environment, relationships with bosses, working conditions, Relationships with colleagues, policy and Administration and wages and job security.

1) Working conditions

Working Condition means making the hospital safe and of high quality to serve the society's needs, the division has up level policy more than others, No stress in working environment, the division has a safe working environment and the division has sufficient equipment. In this study the results revealed that more than a half of participants reflected that making the hospital safe and of high quality to serve the society's needs. This can be explain by the fact that working condition of Mahosot Hospital is not good, it is very old and still under the construction. These created unsecure of working conditions among nurses. In order to make this better, hospital should be renovated, make cleanness environment and provide sufficient medical equipment. Good environmental uncertainty have been more motivated working in intensive care units⁽⁵²⁾. In addition, nurses working have been to be more motivated by working environment.⁽³¹⁾. Mahasot Hospital role of the work place environment is about medium – neither high nor low compared to other motivational factors, such as salary and benefits. The workplace security is very important. This conclusion is based on the findings of this study as well as a number of earlier⁽⁵³⁾.

2) Relationships with bosses

This study revealed that receiving praise from co-workers and receiving praise from supervisors was moderate motivation. The study of motivation of the work at the local government organization in Suan Phisai district, Nongkhai Province. The results found that the motivation was moderate, no coordination and working as a team work. Lack of training new knowledge for nurse. Nurses have to be respectful communication and relationships with coworkers. Team work have been reported to increase nurses' motivation in several studies ⁽³⁵⁾

3) Relationships with colleagues

This study showed that more than one-third of participants were strongly agree that the division has transparency and equity policy influence their motivation⁽³⁵⁾.

In order to have transparency, the hospital have to equality, clear policy, and proactive one should be promoted such as admire and reputation. Not support only person who was relative and friend.

4) Policy and Administration

Policy and administration means helping each other in case of illness, clear policy and goals, opportunity to improve skills, which reflects the policy of organization of the administration of the supervisor system. More than a half of participants reflected that with helping each other in case of illness. About one-third of participants reflected very strong that by having clear policy and goals, and has opportunity to improve skills can effect to the motivation. In order to motivate nurse, hospital should promote them to participant in important, support them to exchange knowledge with expert in term of their professional.

5) Wages and job security

About one-third of participants showed very strong that the division has a safe working environment and the office is in a convenient area and participants can come to work on time can effect to the motivation for work. Hospital should provide transportation, good environment. It gives them powerful mind and mind set to working efficiency. If they are living in good condition and they are able to work effectiveness.

This includes those factors and conditions within the work environment that enable and motivate health professionals to work better and stay in their employment (33). With regard to motivating work-place characteristics, there is a widespread consensus that for increasing and sustaining a more powerful intrinsic work motivation, the work has to be moderately enriched by bringing the work-place up to the competence level of worker and enabling them to use the whole range of her/his abilities (34). Since compensation is very low. Hospital should have extra salary and yearly salary and reputation for a staff who was proactive in working.

4.2.4 Association between nurses' characteristics and motivation

From the result of the study found that age and years of working had significantly associated to motivation with statistically significant (p -value $< .05$). The higher the age was the more the high level of motivation in work. Nurse who had working experience 1-5 years showed the highest level of work motivation. Those who newly work in this hospital had the least motivation. Nurse who has more experience that person get admire from supervisor, colleague, they have improvement opportunity. Monthly income was significantly related to motivation due to additional policy such as travelling cost, extra income for proactive person, admire, honor and acceptant.

Male seemed to have low motivation as compared to female due to nurse are in front line, polite and kind and sweet word and short more than male. Majority of nurse are female according to Lao context, only few of them are male.

Those nurses having higher educational attainment were more likely to have a high level of motivation in work, due to they can work as professional. They have solving problem and most of them can be leadership and bring hospital to achieve as a goal.

Nurses who were on probation and temporary officer seemed not to have more motivation than those government employee and volunteer due to they have less income, lack of opportunity to participate in important task, improvement opportunity and social participation.

4.2.5 Suggestion for improving motivation

- **Recommendations on motivation and nurses' job satisfaction.**

Improvement of general working conditions for Mahasot Hospital's nursing staff is the most important task in the years ahead. Suggestions from nurses

participated in this study were to increase salary followed by training to improve professional skills hospital's policies and staff welfare and promotion. Nearly all nurses participating in this study were satisfied with their occupation. More than half of them were satisfied with the working atmosphere and relationships with their colleagues, and nearly half of them liked the hospital's working conditions. In addition, social welfare did not cover everyone. Working environment was not good, and salaries were low. Other suggestions were that the hospital should provide staff transportation, offer opportunities for professional training and provide more and better medical equipment.

Monitoring and evaluation among nurse have to be performance to promote proactive nurse and complain not active nurse, impolite to patient. Ethical behavior should be conducted to monitor nurse performance. On the other hand hospital should promote who have been work for a long time to exchange and share new experience in domestic and oversea. And hospital should also have appropriate to temporary and volunteer nurse especially when they are illness and insufficient for their living.

Based on those discussion, nurse motivation at Mahosot hospital, it can be concluded that nurse's motivation was moderate level. The relationship between supervision and college was poor level. Due to they are not accepted from them. In addition, social welfare not cover to everyone. Working environment was not good. They have low income. The hospital should provide hospital transportation as their hospital cost was very low. Improve skill opportunity not cover to all. Medical equipment is insufficient and others.

CHAPTER 5

CONCLUSIONS AND RECOMMENDATIONS

This study assessed the motivation of nurses at MAHOSOT hospital in Vientiane Capital, Lao PDR, and analyzed the factors enhancing nurse motivation. There was a total of 300 respondents. The data collection was performed in April 2018. The ordinary least-square regression model (OLS) was use in this study. Results are presented as follows:

RQ1: General information of respondents

RQ2: Level of incentive for nurses' performance at MAHOSOT hospital.

RQ3: Recommendations for nurses' motivation, happiness and job satisfaction.

This chapter presents a summary of the findings, methodological aspects, conclusions, limitations of the study, and implications of the study.

The overall purpose of this study was to assess the motivation of nurses and to analyze the factors enhancing nurse motivation of MAHOSOT Hospital in Laos.

5.1 Summary of hypothesis and the result

- Demography factors: Age, Sex, Marital status, Religion, Education, Income, Work experience and their association with the nurses' motivation.

- Motivation factors: Success at work, Respect, Work challenge, Responsibility, Professional progress and their association with the nurses' motivation.

- Hygiene factor: Working conditions, Relationships with superiors, Personnel policy and administration, Job security and their association with the nurses' motivation.

In this research, respondents aged 50 or higher had a higher rate of “moderate” level of motivation than other age groups (56.2%, P-value = 0.017). Respondents who had work experience 9-19 years had higher rate of “moderate” level of motivation (57.3%, P-value = 0.015), and 1-5 years of work experience had higher rate of “good” level of motivation (50.7%, P-value = 0.015).

There was no significant association between general characteristics and level of motivation of nurses at the MAHOSOT Hospital. Factors like gender, education, work status, monthly income were not significantly related to nurses' motivation.

There was no significant association between level of incentive for nurses' performance characteristics and level of motivation of nurse in MAHOSOT Hospital. Factors like compensation and commitment to social good were not significantly associated with nurses' motivation.

5.2 Methodological aspects

The Methodological aspects of this study were focused on the characteristics of the sample, instrument and data collection. The target population in this study were 300 nurses in MAHOSOT Hospital who were working there during April 2018. The data were collected from 1 to 30 April 2018. After the researcher got the letter for personal department, and then submit to MAHOSOT Hospital for their approval and conduct meetings in the hospital's nursing division. The researcher presented the objectives of the study and started to collect data by interview face to face in tropical day. In addition, the researcher had planned to work with 30 samples a day. Furthermore, the return forms was revised and put into Epidata data every day. Those who agree to participate, they signed consent form and registration.

Coded, interviewed questionnaires were used in this study. There were 3 interviewers who explained the objectives of the study was:

- Part 1: Consists of socioeconomic features of respondents, including such as: age, sex, marital status, Religion, Education, income, years of experience.

- Part 2: Consists of questions about nurse motivation at MAHOSOT hospital. Sections composite factor of 33 questions regarding motivation at work based on work experience. Each of which measures trust with a Liker Scale of 1= not at all, 2= a little, 3= moderate 4= very much.

- Part 3: Ask respondents to suggest way to improve nurse performance and motivation. The respondents were informed that their data and the objectives of the

study statements will be kept confidential and finally 300 nurses agreed to participate in this study.

5.3 Summary of the findings

5.3.1 General information of respondents

The majority (91.6%) of nurses at the MAHASOT Hospital were females, and that most of them (67.7%) were 30-39 years. Most nurses (59%) were graduates of middle-class people, with 10-19 years of work experience (60.0%). Nurses were mainly civil servants (84.7%) representing 82.3% of the hospital staff, and most of them (57.6%) had a monthly salary of 2,000,000-2,499, 000 KIP.

5.3.2 Level of incentive for nurses' performance at MAHOSOT hospital.

More than half of participants achieved assigned tasks and were proud of their achievement.

Over half of participants felt that they were professional and reliable, and 68.0% felt as part of the organization. Nearly half of participants strong agreed that they were accepted by the organization, society and professional association.

More than half of participant strongly paid attention to ethics and professional behavior to improve patient's satisfaction. Over half of participants strongly felt about giving standardized service to patients, and wished to improve the nursing service to provide quality medical help to the public.

Most of participants felt proud of their occupation, and more than half of them had a highly responsible attitude toward their work. Over half of them reported that their division had good working relationship among officers.

Over half of participants strongly agreed about being in charge of significant function in the division, and about applying technical knowledge in their work.

Most participants (62.7%) strongly agreed that the hospital was safe and that it provided a high quality to service the society. Most respondents felt a high level of stress, only 28.7% reported that their division had a safe working environment, and only 15.7% felt that their division had sufficient technical equipment.

Less than one-third (30.3%) of respondents received praise from co-workers, and felt that the relationship with the superiors was not good. Only 27.0% of study participants received praise from the supervisor.

Most respondents felt that their division had a transparent and equitable policy.

Most participants strongly agreed about helping each other in case of illness. 34.0% of participants strongly agreed that the hospital had a clear policy and objectives. 33.0% of participant informed that they had an opportunity to improve skills while 12.7% felt they had less opportunity to improve skills. Only 18.7% of participant reported that health insurance was sufficient. 17.0% of participant reported that the division was strong comfortable and convenient.

Wage and job security were not good. 28.7% of participants reported that the division has a safe working environment. 38.0% of participants strongly agreed that the office was in a convenient area and convenient for travelling to work.

Only few participants strong agreed that they had the incentive for good work performance, mainly because the monthly salary was low, with only 8.7% reporting that the salary was sufficient for a living. Only 6.7% of participants strong agreed that the travelling allowance was sufficient.

More than half of the nurses at the Mahosot Hospital felt successful in their working life, respect for nursing profession was at a fair level and the work was moderately challenging. Nurses were doing their job with a high sense of responsibility and they were satisfied with the progress in their work. But there were some problems, such as relationships in the working environment, hospital's policy and administration were not good, and wages and job security were low.

5.3.3 Recommendations on motivation, happiness and job satisfaction of nurses.

5.3.3.1 Recommendation of nurse working motivation at MAHOSOT Hospital.

To improve nurses motivation at MAHOSOT Hospital, most respondents (90%) said they need a salary increase, an nearly two-thirds (63.7%) wanted to improve their knowledge and skills, and an improvement in organization's

policies and welfare. A little less than half of respondents (40.7%) wanted to be promoted to higher positions and were interested in the hospital's reputation. Only 6% of temporary staff wanted to become permanent employees. There was no significant association between the level of incentive for nurses' performance and the nurses' motivation.

5.3.3.2 The satisfaction of nurses working at MAHOSOT

Hospital

The study found that most nurses (95.7%) were satisfied with their occupation 95.7%, more than half (52.7%) were satisfied with their colleagues and nearly half (46.3%) of them were satisfied with the workplace. More than half of nurse satisfied in colleagues 52.7%, about 46.3% are satisfied with workplace. The level of satisfaction with hospital's policy and welfare was below 50%, and only 0.9% wanted to repair the workplace and increase the availability of medications. No significant association was found between the level of incentive for nurses' performance and the level of nurses' motivation at the MAHOSOT Hospital. The study found a moderate level of motivation for a little more than half of the nurses (52.3%), followed by a good level with 37.7% and a low level with 10% of the nurses.

5.3.4 Conclusion of the hypothesis in the research

Respondents in the age group of 30-39 years had a higher level of "moderate" motivation than other age groups at the Mahosot Hospital (56.2%, P-value = 0.017). Respondents with work experience of 9-19 years had higher rate of "moderate" motivation than groups with other years of work experience (57.3%, P-value = 0.015), and nurses with 1-5 years of work experience had a higher rate of "good" level of motivation (50.7%, P-value = 0.015).

There was no significant association between general characteristics -- such as gender, education, work status, monthly income -- and the level of nurse motivation at the Mahosot Hospital.

5.4 Conclusion

This research was conducted to identify the factors influencing the motivation of nurses working at the Mahasot Hospital in Laos. Females account for

most of the nursing staff, aged less than 40 years, the majority of them are working as government officials, and have 1-5 years of work experience. The survey shows that nurses are proud of their occupation, committed to professional work, high ethical standards and the success of the hospital in providing health care services. Their education was middle level, most of participant are married and most of them work as technical staff. Less than one-third (27%) of respondents reported that receiving no appreciation for their work from supervisors and colleagues had an impact on their motivation. Mahasot Hospital has to monitor this situation and make sure that nurses with a good performance record get proper recognition.

28.7 % of participants strongly agree that the working environment is an important factor influencing the nursing staff's motivation. Regular monitor not good working place and renovation which is not suitable for working performance. Low salaries were shown to be a problem, with 8.7 % of participants reported that salaries were insufficient for a living. Mahasot Hospital has to pay attention to staff management, and to improve salaries and welfare benefits.

5.5 Recommendations

- 1) Monitor and evaluate the management system, and show appreciation to nurses with a good performance record.
- 2) Improve the workplace environment and safety conditions.
- 3) Hospital administration should promote good interpersonal relations that can increase work motivation and the quality of medical services.
- 4) Hospital can increase nurses' motivation by providing opportunities for them to upgrade their professional skills.

5.6 Limitation of the study

Data collection from a sample of 300 study participants was conducted over a very short time (one month). Results based on respondents recruited for this study cannot be generalized for the entire nurse population. This study covered the nursing practice at the MAHOSOT Hospital and the results obtained may not be valid for others

hospitals. A further study may be extended to cover other hospitals and compare the relative importance of factors influencing nurses' motivation.



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1.6 Working Status:

- ¹ Public servant ² Public servant 95%
³ Temporary officer ⁴ Volunteer

1.7 Mahosot Hospital,

Division:..... Working
 details:.....

1.8 Your income:

- ¹ less than 500, 000 Kip ² 500,001-999, 000 KIP
³ 1,000, 000- 1,499,000 KIP ⁴ 1,500,000- 1.999,000 KIP
⁵ 2,000,000- 2,499, 000 KIP ⁶ More than 2,500,000 KIP

 **Part 2: consists of questions about nurse motivation at MAHOSOT Hospital**

Level 4	refers to	Strong agree
Level 3	refers to	Moderate agree
Level 2	refers to	less agree
Level 1	refers to	Disagree

No	The motivation of working performance	Levels			
		1	2	3	4
1	I can apply technical knowledge in working	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
2	I feel that I am a part of an organization	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
3	The achievement as I have planed	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
4	I am proud of my achievement	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
5	I am proud of my occupation	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
6	I usually received the reputation from my director	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
7	I usually received the reputation from my co-workers	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
8	I am accepted from organization, society and occupation foundation	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
9	I have high responsibility	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
10	I received the truth and reliability	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
11	I am in charge of significant function in the division	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
12	I can achieve for what director assigned me to	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
13	I have an opportunity to improve my skills	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
14	My division have transparency and equity policy	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
15	My division have up level policy more than others	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
16	The work environment, such as temperature light, is appropriate for my performance	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
17	My division has sufficient equipment	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
18	My division is comfortable and convenient	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
19	My office is convenient area and I can come to work on time	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
20	My division is safety in working performance	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
21	My division has good relationship among officers	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
22	I do not have any stress	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
23	The hospital has clearly policy and goals	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
24	There are flexible service and high efficiency	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴

25	We help each other in case we are illness	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
26	My incentive is response to my task	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
27	My incentive is sufficient for a living	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
28	My health insurance is sufficient	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
29	Daily allowance and travelling cost are sufficient	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
30	I give standardize service to the patients	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
31	Improve and development nurse's service in order to quality service and acceptable from the society	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
32	I pay attention on ethical behavior in order to reduce the compliant from the society	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
33	Make the hospital to be advance, high standardize, safety, and quality with the society's need	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴

Part 3: Please indicate your expectation regarding the motivation, intensive and satisfaction.

3.1 Do you have any recommendation for motivation and powerful mind in your Working life? (Multiple response)

- ¹ Up level of salary ² Promotion
³ Organization reputation ⁴ Organization's policy and welfare
⁵ Improve skill opportunity ⁶ Other (Specify)

3.2 What is your working satisfaction? (Multiple response)

- ¹ Occupation satisfaction ² Satisfaction with policy and welfare
³ Workplace satisfaction ⁴ Colleague satisfaction
⁵ Service satisfaction ⁶ Other (Specify)

(Thank you so much for your kindly cooperation)

APPENDIX B Questionnaire (Lao Version)

ເລກທີ.....

ວັນທີ / / 2018

ແບບສອບຖາມ

ເລື່ອງ: ການສຶກສາແຮງຈູງໃຈຂອງພະຍາບານໂຮງໝໍມະໂຫສິດນະຄອນຫຼວງວຽງຈັນ ສປປລາວ

✚ ຄຳຊີ້ແຈ້ງກ່ຽວກັບແບບສອບຖາມ

1. ການສຶກສາຄັ້ງນີ້ມີວັດຖຸປະສົງເພື່ອສຶກສາແຮງຈູງໃຈທີ່ມີຜົນຕໍ່ການປະຕິບັດງານຂອງພະຍາບານໂຮງໝໍມະໂຫສິດ ນະຄອນຫຼວງວຽງຈັນ ສປປລາວ
2. ແບບສອບຖາມນີ້ມີສາມສ່ວນ
ພາກສ່ວນທີ 1: ຂໍ້ມູນ(ສ່ວນຕົວ)ຂອງຜູ້ຕອບແບບສອບຖາມ.
ພາກສ່ວນທີ2: ແບບສອບຖາມກ່ຽວກັບການລະບຸລະດັບຄວາມຄິດເຫັນຂອງທ່ານກ່ຽວກັບເລື່ອງຕໍ່ໄປນີ້.
ພາກສ່ວນທີ3: ຂໍ້ສະເໜີກ່ຽວກັບສິ່ງທີ່ສ້າງແຮງຈູງໃຈ, ຂວັນກຳລັງໃຈ ແລະ ຄວາມເຜິ້ງພໍໃຈໃນການເຮັດວຽກຂອງ ພະຍາບານ

ກາລຸນາເລືອກຄຳຕອບທີ່ຖືກຕ້ອງກັບຄວາມຄິດເຫັນຂອງທ່ານຫຼາຍທີ່ສຸດພຽງຄຳຕອບດຽວ ແລະ ຕອບຄຳຖາມໃຫ້ຄົບທຸກຂໍ້ (ທຸກຄຳຕອບຂອງທ່ານຜູ້ສຶກສາຈະເກັບເປັນຄວາມລັບ)

ພາກສ່ວນທີ1: ຂໍ້ມູນສ່ວນຕົວຂອງຜູ້ຕອບແບບສອບຖາມ

✚ ຄຳຊີ້ແຈ້ງ: ກາລຸນາໃສ່ເຄື່ອງໝາຍ (✓) ໃສ່ໜ້າຄຳຕອບ ທີ່ກົງກັບຄວາມເປັນຈິງຂອງທ່ານ.

1. ເພດ ¹ ຍິງ ² ຊາຍ
2. ອາຍຸ ² 20-29 ປີ ² 30-39 ປີ ³ 40-49 ປີ ⁴ 50 ຂຶ້ນໄປ
3. ລະດັບການສຶກສາ ¹ ຊັ້ນຕົ້ນ ² ຊັ້ນກາງ ³ ຊັ້ນສູງ ⁴ ປະລິນຍາຕີ
 ⁵ ປະລິນຍາໂທ ⁶ ປະລິນຍາເອກ
4. ສະຖານະ ¹ ໂສດ ² ແຕ່ງງານ ³ ເປັນໝ້າຍ
 ⁴ ແຍກກັນຢູ່ ⁴ ຢ່າຮ່າງ
5. ອາຍຸການເຮັດວຽກ: ¹ ນ້ອຍກວ່າ 1ປີ ² 1-5 ປີ ³ 6-9 ປີ ⁴ 10 ປີຂຶ້ນໄປ

6. ປະຈຸບັນເປັນພະນັກງານ ¹ ລັດຖະກອນສົມບູນ ² ລັດຖະກອນ 95%
³ ພະນັກງານສັນຍາຈ້າງ ⁴ ອາສາສະໝັກ
7. ສັງກັດຢູ່: ໂຮງໝໍມະໂຫສິດ, ພະແນກ.....
 ໜ້າທີ່ຮັບຜິດຊອບ.....
8. ລາຍຮັບແຕ່ລະເດືອນ ¹ ນ້ອຍກວ່າ 500,000 kip ² 500,000-999,000 kip
³ 1,000, 000- 1,499,000 kip ⁴ 1,500,000- 1.999.000 kip
⁵ 2,000,000- 2,499.000 kip ⁵ ຫຼາຍກວ່າ 2,500,000 kip

ພາກສ່ວນທີ 2: ແບບສອບຖາມກ່ຽວກັບການລະບຸລະດັບຄວາມຄິດເຫັນຂອງທ່ານກ່ຽວກັບ ເລື່ອງຕໍ່ໄປນີ້.

- ລະດັບ 4 ຫມາຍເຖິງ ເຫັນດ້ວຍຫຼາຍ
- ລະດັບ 3 ຫມາຍເຖິງ ເຫັນດ້ວຍປານກາງ
- ລະດັບ 2 ຫມາຍເຖິງ ເຫັນດ້ວຍນ້ອຍ
- ລະດັບ 1 ແມ່ນຫມາຍເຖິງ ບໍ່ເຫັນດ້ວຍ

ລ/ດ	ແຮງຈູງໃຈໃນການປະຕິບັດວຽກງານ	ລະດັບ			
		1	2	3	4
1	ຂ້າພະເຈົ້າໃຊ້ຄວາມຮູ້ທາງດ້ານວິຊາການເຂົ້າໃນການເຮັດວຽກງານ	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
2	ຂ້າພະເຈົ້າຄວາມຮູ້ສຶກເປັນສ່ວນໜຶ່ງໃນອົງກອນ	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
3	ຜົນສໍາເລັດຂອງວຽກງານຂ້າພະເຈົ້າເປັນໄປຕາມເປົ້າໝາຍທີ່ຂ້າພະເຈົ້າຕ້ອງການ	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
4	ຂ້າພະເຈົ້າມີຄວາມພາກພຸ່ມໃຈໃນຜົນງານ	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
5	ຂ້າພະເຈົ້າມີຄວາມພາກພຸ່ມໃຈໃນອາຊີບ	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
6	ຂ້າພະເຈົ້າໄດ້ຮັບການຍ້ອງຍໍ, ຊົມເຊີຍຈາກຜູ້ອໍານວຍການ ເປັນປະຈໍາ	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
7	ຂ້າພະເຈົ້າໄດ້ຮັບຄວາມຍ້ອງຍໍ, ຊົມເຊີຍຈາກເພື່ອນຮ່ວມງານ ເປັນປະຈໍາ	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
8	ຂ້າພະເຈົ້າໄດ້ຮັບການຍອມຮັບຈາກສັງຄົມ ແລະ ສະມາຄົມວິຊາຊີບ	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴

9	ຂ້າພະເຈົ້າມີຄວາມຮັບຜິດຊອບຕໍ່ໜ້າທີ່ວຽກງານສູງ	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
10	ຂ້າພະເຈົ້າໄດ້ຮັບຄວາມເຊື່ອໝັ້ນ ແລະ ໄວ້ວາງໃຈໃຫ້ຮັບຜິດຊອບ ວຽກງານ	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
11	ຂ້າພະເຈົ້າໄດ້ຮັບຜິດຊອບວຽກງານທີ່ມີຄວາມສໍາຄັນໃນພະແນກ	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
12	ຂ້າພະເຈົ້າໄດ້ເຮັດວຽກງານທີ່ຫົວໜ້າມອບໝາຍໃຫ້ລ້ອນໜ້າທີ່ ແລະ ສໍາເລັດຜົນ	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
13	ຂ້າພະເຈົ້າມີໂອກາດໄດ້ຮັບຄວາມອົບຮົມພັດທະນາທັກສະໃນການເຮັດ ວຽກງານຢູ່ສະເໜີ	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
14	ໜ່ວຍງານຂອງຂ້າພະເຈົ້າມີຫຼັກການໃນການເລື່ອນຕໍາແໜ່ງງານທີ່ຊັດ ເຈນ ແລະ ຍຸດຕິທໍາ	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
15	ໜ່ວຍງານຂ້າພະເຈົ້າເຮັດໃຫ້ໄດ້ຮັບຄວາມກ້າວໜ້າຫຼາຍກວ່າບ່ອນອື່ນ	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
16	ສະຖານທີ່ເຮັດວຽກ ມີຄວາມເໝາະສົມສໍາລັບການປະຕິບັດວຽກງານ ຂອງຂ້າພະເຈົ້າ	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
17	ໜ່ວຍງານຂອງມີເຄື່ອງມື ແລະ ອຸປະກອນຮັບໃຊ້ຢ່າງພຽງພໍໃນການ ເຮັດວຽກ	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
18	ພະແນກຂອງຂ້າພະເຈົ້າ ບໍ່ຄັບແຄບ, ສະອາດ ແລະ ອາກາດປອດໂປງດີ	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
19	ບ່ອນເຮັດວຽກຂອງຂ້າພະເຈົ້າ ການເດີນທາງມີຄວາມສະດວກ ແລະ ມາເຮັດວຽກງານທັນເວລາ	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
20	ໜ່ວຍງານຂອງຂ້າພະເຈົ້າມີຄວາມປອດໄພໃນການປະຕິບັດວຽກງານ	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
21	ໜ່ວຍງານຂອງຂ້າພະເຈົ້າມີຄວາມສາມັກຄີຮັກແພງກັນດີກັບເພື່ອຮ່ວມ ງານດ້ວຍກັນ	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
22	ຂ້າພະເຈົ້າບໍ່ມີຄວາມຄວາມກົດດັນໃນການເຮັດວຽກ	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
23	ໂຮງໝໍ່ມີນະໂຍບາຍ ແລະ ເປົ້າໝາຍ ທີ່ຊັດເຈນໃນການບໍລິຫານວຽກ ງານ	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
24	ການບໍລິຫານວຽກງານມີການຍືດຫຍຸ່ນ ແລະ ມີປະສິດທິພາບສູງ	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
25	ເພື່ອຮ່ວມງານຂອງຂ້າພະເຈົ້າມີການເບິ່ງແຍງຊ່ວຍເຫຼືອເຊິ່ງ ແລະ ກັນ ໃນເວລາເຈັບເປັນ	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴

26	ຄ່າຕອບແທນຂອງຂ້າພະເຈົ້າທີ່ໄດ້ຮັບມີຄວາມເໝາະສົມກັບໜ້າທີ່ວຽກງານ	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
27	ຄ່າຕອບແທນທີ່ຂ້າພະເຈົ້າໄດ້ຮັບພຽງພໍຕໍ່ການຊີວິດການເປັນຢູ່	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
28	ຄ່າຕອບແທນໃນການປິ່ນປົວຂອງຂ້າພະເຈົ້າມີຄວາມພຽງພໍ	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
29	ຄ່າເບ້ຍລ້ຽງໃນການເດີນທາງ ແລະ ຄ່ານໍ້າມັນຂອງຂ້າພະເຈົ້າມີຄວາມພຽງພໍ	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
30	ຂ້າພະເຈົ້າບໍລິການຄົນເຈັບທີ່ເຂົ້າມາປິ່ນປົວໃນໂຮງໝໍໃຫ້ໄດ້ຕາມມາດຖານທີ່ວາງໄວ້	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
31	ຂ້າພະເຈົ້າຈະປັບປຸງ ແລະ ພັດທະນາຂອດການບໍລິການຂອງພະຍາບານບາງຈຸດໃຫ້ວ່ອງໄວທັນໃຈ ແລະ ເປັນທີ່ຍອມຮັບຂອງສັງຄົມ	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
32	ຂ້າພະເຈົ້າເອົາໃຈໃສ່ເລື່ອງຈັນຍາບັນຈັນຍາທໍາໃຫ້ເຂັ້ມງວດເພື່ອລຸດຜ່ອນທ່າງສຽງຈີ່ມວ່າຈາກສັງຄົມ	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴
33	ຂ້າພະເຈົ້າຈະສ້າງໂຮງໝໍໃຫ້ເປັນໂຮງໝໍທີ່ສະອາດ ສະດວກ ໄດ້ມາດຕະຖານ ແລະ ປອດໄພມີຊື່ສຽງໃນສັງຄົມ	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴

ພາກສ່ວນທີ3:ສະເໜີກ່ຽວກັບສິ່ງທີ່ສ້າງແຮງຈູງໃຈ, ຂັ້ວນກໍາລັງໃຈ ແລະ ຄວາມເຜິ້ງພໍໃຈ ໃນການເຮັດວຽກຂອງທ່ານ

1. ຂໍສະເໜີເຜື່ອສິ່ງເສີມແຮງຈູງໃຈ ແລະ ຂັ້ວນກໍາລັງໃຈ ໃນການເຮັດວຽກງານຂອງທ່ານມີຫຍັງແດ່?

- ¹ ເພີ່ມເງິນເດືອນ ² ເລື່ອນຊັ້ນຕໍາແໜ່ງງານ
- ³ ໄດ້ຮັບການຍ້ອງຍໍສັນລະເສີນຈາກອົງກອນ ⁴ ໄດ້ຮັບນະໂຍບາຍຈາກອົງກອນ
- ⁵ ໄດ້ໄປຍົກລະດັບຄວາມຮູ້ຄວາມສາມາດຂອງຕົນ ⁶ ແລະ ອື່ນໆ.....

2. ຂໍສະເໜີຄວາມເຜິ້ງພໍໃຈ ໃນການເຮັດວຽກງານຂອງທ່ານບໍ່?

- ¹ ມີເຜິ້ງພໍໃຈໃນອາຊີບ ² ເຜິ້ງພໍໃຈກັບນະໂຍບາຍຂອງໂຮງໝໍ
- ³ ມີຄວາມເຜິ້ງພໍໃຈໃນສະຖານທີ່ເຮັດວຽກ ⁴ ມີຄວາມເຜິ້ງພໍໃຈ ກັບ ເພື່ອນຮ່ວມງານ
- ⁵ ຄວາມເຜິ້ງພໍໃຈໃນການບໍລິຫານງານຂອງອົງກອນ ⁶ ແລະ ອື່ນໆ.....

ຂໍຂອບໃຈຫຼາຍທີ່ທ່ານໃຫ້ຮ່ວມມືໃນການຕອບແບບສອບຖາມນີ້.

APPENDIX C

Informed Consent Form (English Version)

Title: The motivation of

This study is being done at the Thammasat University Thailand by interview. The researcher works at Department of Personnel, Ministry of Health, LAO PDR. Who are studying for master degree at the Thammasat University Thailand. This study does not have any cost. So I am very pleased to invite you to take part in this study, but before you will decide to participate. It is important that you have understood all details that why the research is being done.

This study has the objective to identify the motivation of nurse in Mahosod Hospital. In this study will interview face by face and delivery 5-10 minutes. We confirm that your data will help us to improve health provider management system in hospital. Regarding the better quality of service at Mahosod Hospital.

Please confirm with your signature that you have read and understood the following below:

- I confirm that I understand all the information for the above study.
- I understand that my participation is voluntary and I am free to withdraw at any time, without giving reason.
- I agree that my data gathered in this study will be confidential.
- I agree to take a part in the study.

Name of investigator or witness

Signature of participant

(Patient)

Mrs. Phoutsakhon Keolangsy and assistant researcher

Date:...../...../.....

APPENDIX D
Informed Consent Form (Lao Version)

ໃບຍິນຍອມເຂົ້າຮ່ວມການສຶກສາ

ຫົວຂໍ້ສຶກສາ: ແຮງຈູງໃຈ ຂອງພະຍາບານ ໃນໂຮງໝໍມະໂຫສິດ, ສ.ປ.ປ.ລາວ.

ການສຶກສາຄັ້ງນີ້ ແມ່ນໄດ້ສໍາຫຼວດ ໂດຍຂຶ້ນກັບ ມະຫາວິທະຍາໄລ ທໍາມະສາດ (ປະເທດໄທ). ການສຶກສາຄັ້ງນີ້ ທ່ານຈະບໍ່ມີການເສຍຄ່າໃຊ້ຈ່າຍໃດໆ. ທ່ານກໍາລັງຖືກເຊີນໃຫ້ເຂົ້າຮ່ວມໃນການສຶກສາຂອງພວກເຮົາ ກ່ອນທີ່ທ່ານຈະຕັດສິນໃຈເຂົ້າຮ່ວມ, ສິ່ງສໍາຄັນທີ່ທ່ານຈະຕ້ອງເຂົ້າໃຈກ່ອນກໍ່ຄື ເປັນຫຍັງຈຶ່ງມີການຄົ້ນຄ້ວານີ້ເກີດຂຶ້ນ.

ການສຶກສານີ້ມີຈຸດປະສົງ ເພື່ອສຶກສາວ່າແມ່ນຫຍັງແມ່ນ ຄືແຮງຈູງໃຈສູງສຸດຂອງພະຍາບານໃນການປະຕິບັດວຽກງານໃນໂຮງໝໍມະໂຫສິດ. ເຈົ້າແມ່ນພະຍາບານທີ່ຈະໄດ້ຮັບເລືອກໃນການສຶກສາໃນຄັ້ງນີ້ ທີ່ພວກເຮົາສຶກສາຢູ່. ພວກເຮົາຈະໄດ້ສໍາພາດ ແລະ ໃຫ້ທ່ານຕອບແບບສອມຖາມປະມານ 5-10 ນາທີ ແມ່ນຫຍັງຄືແຮງຈູງໃຈສູງສຸດຂອງທ່ານໃນການປະຕິບັດວຽກງານ ຢູ່ໃນໂຮງໝໍມະໂຫສິດ.

ທ່ານຈະມີສ່ວນຮ່ວມໃນການສຶກສາຄັ້ງນີ້, ເພື່ອຈະຊ່ວຍພວກເຮົາໃຫ້ເຂົ້າໃຈດີຂຶ້ນກວ່າເກົ່າວ່າ: ແຮງຈູງໃຈສູງສຸດໃນການປະຕິບັດວຽກງານແມ່ນຕ້ອງການຫຍັງ. ມັນຈະຊ່ວຍໃນການປະຕິບັດວຽກງານໃນການບໍລິການໃຫ້ດີຂຶ້ນ.

ກະລຸນາຍິນຍັ້ນດ້ວຍລາຍເຊັນຂອງທ່ານ ຫຼັງຈາກທີ່ທ່ານໄດ້ອ່ານ ແລະ ເຂົ້າໃຈດັ່ງຕໍ່ໄປນີ້:

- ຂ້າພະເຈົ້າຍິນຍັ້ນວ່າ ຂ້າພະເຈົ້າເຂົ້າໃຈຂໍ້ມູນ ສໍາລັບການສຶກສາທີ່ໄດ້ກ່າວມາໃນເບື້ອງຕົ້ນ.
- ຂ້າພະເຈົ້າເຂົ້າໃຈວ່າການເຂົ້າຮ່ວມຂອງຂ້າພະເຈົ້າເປັນການສະໝັກໃຈ ແລະ ຂ້າພະເຈົ້າມີສິດທີ່ຈະຖອນໂຕ ໃນເວລາໃດໆກໍ່ໄດ້ ໂດຍບໍ່ຕ້ອງແຈ້ງເຫດຜົນ.
- ຂ້າພະເຈົ້າເຫັນດີວ່າ ຂໍ້ມູນຂອງຂ້າພະເຈົ້າໃນການສຶກສາຄັ້ງນີ້ ຈະຖືກເກັບໄວ້ ຫຼັງຈາກທີ່ມັນໄດ້ຮັບການປິດບັງຊື່ໃນຖານຂໍ້ມູນ.
- ຂ້າພະເຈົ້າເຫັນດີ ທີ່ຈະເຂົ້າຮ່ວມການສຶກສາຄັ້ງນີ້.

ຜູ້ສອບຖາມ
ນາງ ພຸດສາຄອນ ແກ້ວລັງສີ

ລາຍເຊັນຍິນຍອມຜູ້ (ຄົນເຈັບ)
ເຂົ້າຮ່ວມສຶກສາ
ວັນທີ:...../...../.....

APPENDIX E

Participant Information Sheet Form (English Version)

Instruction:

Need to use simple language, avoid technical terms. (If used, give explanation in lay language)

Do not copy content of research proposal/thesis as information for participant.

The information must be consequently arranged as follows.

Title of research project Motivation of nurses at MAHOSOT Hospital in Vientiane, Lao PDR

Principle researcher's name Mrs. Phoutsakhone KEOLANGSY **Position**
 Technical officer, Department of Personnel, Ministry of Health

Office address Thakheang Village, Sisattanak District, Sri Lanka, Vientiane Capital,
Phone: +856 21 214009

Home address Ban Kham Rung, Xaythany District, Vientiane Capital, Lao PDR

Telephone (office) 021 252962

Telephone (home) N/A

Cell phone 020 22010663

E-mail: phoutk83@hotmail.com

1. You are being invited to take part in a research project. Before you decide to participate it is important for you to understand why the research is being done and what it will involve. Please take time to read the following information carefully and do not hesitate to ask if anything is unclear or if you would like more information.

2. **This research project involves Motivation of nurses at MAHOSOT Hospital**

3. **Objectives of the project.**

- To assess the motivation of nurse at MAHOSOT Hospital.

- To analyze the factor enhancing nurse motivation of MAHOSOT Hospital in Laos.

Details of participant.

All nurses working at MAHOSOT Hospital during the study period and sign the informed consent.

4. Characteristics, including inclusion and exclusion criteria.

- **Inclusion criteria:**

All nurses working at MAHOSOT Hospital during the study period and sign the informed consent.

- **Exclusion criteria**

Nurses who are physically ill or suffering from mental disorders will be excluded from this study.

5. Number of participants needed.

Total 271 people (Included 10% for incompleteness)

6. How to approach potential participants.

The Researchers will submit an approval letter from the director of the target hospital, meet with the hospital administrators, and after approval from the hospital, researchers and researchers begin collecting data on their own.

7. Reason why this person is invited.

- All nurses are working at MAHOSOT Hospital a total of 271 persons.
- To encourage the motivation of nurse for working efficiency
- The motivation is factor to support better planning, good management efficiency
- The motivation is a powerful to support the nurse in working performance
- The motivation is a tool to measure and change behavior. And the motivation is capacity building. Those are factors to achieve the goal

8. Number of participants in each group.

Nursing staff at all levels in the hospital

9. State that if researcher does not perform upon participants as indicated in the information, the participants can report the incident to the Ethics Review Subcommittee for Research Involving Human Research Subjects of National Institute of Public Health, Samsenthai Road, Ban Kaognot, Sisattanak district Vientiane Capital, Lao PDR Tel:+85621214012, 250670, Fax:+85621214012, Email: contact@nioph.gov.la. Website: <https://www.nioph.gov.la>



APPENDIX F
Participant Information Sheet Form (Lao Version)

ແບບຟອມຂອງຂໍ້ມູນຜູ້ເຂົ້າຮ່ວມ

 ຄຳແນະນຳ:

ຕ້ອງໃຊ້ພາສາງາຍໆ, ຫຼືກວມຂໍ້ກຳນົດດ້ານວິຊາການ. (ຖ້າໃຊ້, ໃຫ້ຄຳ, ອະທິບາຍໃນພາສາ)

ບໍ່ຕ້ອງຄັດລອກເນື້ອຫາຂອງບົດສະເໜີການຄົ້ນຄວ້າ / ວິທະຍານິພົນເປັນຂໍ້ມູນສຳລັບຜູ້ເຂົ້າຮ່ວມ.

ຂໍ້ມູນດັ່ງກ່າວຕ້ອງໄດ້ຈັດການດັ່ງຕໍ່ໄປນີ້.

ຊື່ ຂອງໂຄງການຄົ້ນຄວ້າ ແຮງຈູງໃຈຈູງໃຈຂອງພະຍາບານຢູ່ໃນໂຮງໝໍມະໂຫສິດ

ຊື່ຜູ້ເຮັດບົດວິໄຈ ຊື່ ນາງພູດສາຄອນ ແກ້ວລັງສີ, ຕຳແໜ່ງເຈົ້າໜ້າທີ່ດ້ານ ວິຊາການບໍລິຫານ, ກະຊວງ
ສາທາລະນະສຸກ

ທີ່ຢູ່ ຫ້ອງການ ບ້ານ ທາດຂາວ , ເມືອງສີສັດຕະນາກ, ຖະໜົນສີ, ນະຄອນວຽງຈັນ,

ໂທລະສັບ: +856 21 214009

ບ້ານທີ່ຢູ່ ບ້ານຄຳຮຸ່ງ, ເມືອງໄຊທານີ, ນະຄອນຫຼວງວຽງຈັນ, ສປປລາວ

Telephone (office) +856 21 2529622

Telephone (home) N / A

ໂທລະສັບມືຖື 020 22010663

ອີເມວ: phoutk83@hotmail.com

1. ທ່ານກຳລັງຖືກເຊີນເຂົ້າຮ່ວມໃນໂຄງການຄົ້ນຄວ້າ. ກ່ອນທີ່ທ່ານຈະຕັດສິນໃຈເຂົ້າຮ່ວມມັນກໍ່ເປັນສິ່ງສຳຄັນສຳລັບທ່ານທີ່ຈະເຂົ້າໃຈວ່າເປັນຫຍັງການຄົ້ນຄວ້າໄດ້ຖືກເຮັດແລ້ວແລະສິ່ງທີ່ມັນຈະມີສ່ວນຮ່ວມ. ກະລຸນາໃຊ້ເວລາທີ່ຈະອ່ານຂໍ້ມູນຕໍ່ໄປນີ້ຢ່າງລະມັດລະວັງແລະຢ່າລັງເລໃຈທີ່ຈະຖາມວ່າມີສິ່ງໃດແດ່ທີ່ບໍ່ຊັດເຈນຫຼືຖ້າທ່ານຕ້ອງການຂໍ້ມູນເພີ່ມເຕີມ.

2. ໂຄງການຄົ້ນຄວ້ານີ້ກ່ຽວຂ້ອງ

ແຮງຈູງໃຈຂອງພະຍາບານຢູ່ໂຮງໝໍມະໂຫສິດ.

3. ຈຸດປະສົງຂອງໂຄງການ.

- ການປະເມີນຜົນຂອງຜູ້ປ່ວຍຈາກພະຍາບານ ໂຮງໝໍມະໂຫສິດ.
- ວິເຄາະປັດໄຈທີ່ສົ່ງເສີມແຮງຈູງໃຈໃນໂຮງໝໍ ໂຮງໝໍມະໂຫສິດ ຢູ່ລາວ.

4 ລາຍລະອຽດຂອງຜູ້ເຂົ້າຮ່ວມ.

ພະນັກງານພະຍາບານທັງໝົດຢູ່ໂຮງໝໍມະໂຫສິດ, ນະຄອນຫຼວງວຽງຈັນ, ສປປ ລາວ.

5 ລັກສະນະຂອງຜູ້ເຂົ້າຮ່ວມ ແລະ ການຍົກເວັ້ນ.

- ເງື່ອນໄຂຜູ້ເຂົ້າຮ່ວມການສຶກສາ:
 - ພະຍາບານທັງໝົດທີ່ເຮັດວຽກຢູ່ໂຮງໝໍ MAHOSOT ໃນໄລຍະເວລາການສຶກສາແລະລົງ
ນາມໃນຂໍ້ຕົກລົງຍິນດີ
- ເງື່ອນໄຂການຍົກເວັ້ນໃນການສຶກສາ
 - ພະຍາບານຜູ້ທີ່ໄດ້ປ່ວຍທາງຮ່າງກາຍຫຼືທຸກທໍລະມານຈາກຄວາມພິການທາງຈິດຈະຖືກ
ຍົກເວັ້ນຈາກການສຶກສານີ້.

6. ຈຳນວນຜູ້ເຂົ້າຮ່ວມຕ້ອງການ.

ລວມ 271 ຄົນ (ລວມ 10% ສຳລັບການບໍ່ຄົບຖ້ວນ)

7. ວິທີການເຂົ້າຫາຜູ້ເຂົ້າຮ່ວມທີ່ມີທ່າແຮງ.

ນັກຄົ້ນຄວ້າຈະຍື່ນຫນັງສືອະນຸມັດຈາກຜູ້ອໍານວຍການໂຮງໝໍມະໂຫສິດເປົ້າຫມາຍ, ຕອບສະຫນອງກັບຜູ້
ບໍລິຫານໂຮງໝໍ ແລະ ຫຼັງຈາກການອະນຸມັດຈາກໂຮງໝໍ, ນັກຄົ້ນຄວ້າ ແລະ ນັກຄົ້ນຄວ້າຊ່ວຍເລີ່ມຕົ້ນການ
ເກັບກຳຂໍ້ມູນດ້ວຍຕົນເອງ.

8. ເຫດຜົນຂອງທີ່ຄົນຖືກເຊັນ.

- ຈຳນວນພະນັກງານພະຍາບານທັງໝົດ 300 ທ່ານ ຢູ່ໃນໂຮງໝໍມະໂຫສິດ
- ເພື່ອເປັນແຮງຈູງໃຈໃຫ້ພະນັກງານພະຍາບານມີຄວາມຫ້າວຫັນ, ວ່ອງໄວໃນການປະຕິບັດວຽກງານ
ຢ່າງມີປະສິດທິພາບ

- ແຮງຈູງໃຈເປັນກ້ອນກຳລັງໃຈອັນໜຶ່ງທີ່ຈະຊ່ວຍເຮັດໃຫ້ພະນັກງານພະຍາບານມີລະບົບການວາງແຜນທີ່ດີ, ມີການກຳນົດເວລາທີ່ດີ ໃນການປະຕະບັດວຽກງານຂອງພະຍາບານ
- ແຮງຈູງໃຈເປັນພະລັງອັນໜຶ່ງທີ່ເປັນຄວາມຕ້ອງການຂອງພະນັກງານທຸກຄົນເພື່ອເກີດຜົນປະໂຫຍດທັງສ່ວນລວມ ແລະ ສ່ວນບຸກຄົນເພື່ອເຮັດໃຫ້ຊີວິດການເປັນຢູ່ຂອງພະນັກງານດີຂຶ້ນ.
- ແຮງຈູງໃຈເປັນເຄື່ອງມືອັນໜຶ່ງສາມາດປັບປ່ຽນພຶດຕິກຳຂອງພະນັກງານໄດ້ ຄວາມເຂັ້ມແຂງໃນການອົດທົນຕໍ່ສູ້ກັບອຸປະສັກ ແລະ ສິ່ງແວດລ້ອມອ້ອມຂ້າງ, ເພື່ອຂ້າມຜ່ານອຸປະສັກເຫຼົ່ານັ້ນໃຫ້ເກີດອອກອອກຜົນແລະ ໄດ້ຮັບຜົນສຳເລັດຕາມເປົ້າໝາຍ.

9 ຈຳນວນຜູ້ເຂົ້າຮ່ວມໃນແຕ່ລະກຸ່ມ.

- ພະນັກງານພະຍາບານທຸກລະດັບຢູ່ໃນໂຮງໝໍມະໂຫສິດ

10. ບອກວ່າຖ້ານັກຄົ້ນຄວ້າບໍ່ປະຕິບັດຕາມຜູ້ເຂົ້າຮ່ວມຕາມທີ່ລະບຸໄວ້ໃນຂໍ້ມູນ, ຜູ້ເຂົ້າຮ່ວມສາມາດລາຍງານເຫດການດັ່ງກ່າວຕໍ່ຄະນະກຳມະການທົບທວນຈັນຍາບັນສຳລັບການຄົ້ນຄວ້າວິໄຈດ້ານມະນຸດຂອງມະຫາວິທະຍາໄລສຸຂະພາບແຫ່ງຊາດ, ຖະໜົນ Samsenthai, Ban Kaognot, Sisattanack ເມືອງ Vientiane Capital, Lao PDR ໂທ: +856 21 214012, 250670, ແຟັກ: +856 21 214012, Email: contact@nioph.gov.la. ເວັບໄຊທ໌: <https://www.nioph.gov.la>

APPENDIX G

Certificate Of Approval



Lao People's Democratic Republic
Peace Independence Democracy Unity Prosperity

Ministry of Health
National Ethics Committee
for Health Research (NECHR)

No 045 /NECHR
Vientiane Capital 26/03/2018

Approval Notice

Ms Phoutsakhone Keolangsy
Email: phoutk83@gmail.com
Tel: +85620 22010663

RE: Ethical Approval for Health Research

Title: **"Motivation of nurses at Mahosot Hospital, Vientiane Capital "** (Submission ID: 2018.52.Vie)

Dear Ms Phoutsakhone Keolangsy,

The National Ethics Committee for Health Research of the Lao People's Democratic Republic have reviewed and approved your research.

Please note the following information about your approved research protocol:

Approval period: March 2018 – March 2019

Approved Subject Enrollment: 271

Sponsor: ADB

Implementing Panel/Project Investigator: Ms Phoutsakhone Keolangsy

Please note that the Ethics Committee reserves the right to ask for further questions, seek additional or monitor the conduct of your research and consent process.

Principle Investigator is required to notify the Secretary of the National Ethic Committee for Health Research:

- Any significant change to the project and the reason for that change, including an indication of ethical implications (if any);
- Serious adverse effects on participants and the action taken to address those effects;
- Any other unforeseen events or unexpected developments that merit notification;
- The inability of the Principal Investigator to continue in that role, or any other change in research personnel involved in the project;
- Any expiry of the insurance coverage provided with respect to sponsored clinical trials and proof of re-insurance;
- A delay of more than 12 months in the commencement of the project; and,
- Termination or closure of the project.

Additionally, the Principal Investigator is required to submit a progress report on the anniversary of approval and on completion of the project.

President of National Ethics Committee for Health Research

Prof. Dr. Donangdao SOUKALOUN

BIOGRAPHY

First and last name: Phoutsakhone KEOLANGSY
Date of birth: 09 February 1983
Place of birth: xiengkhouang, Lao PDR
Nationality: Lao
Graduation: faculty of Business Administration, 2003
The National University, the Faculty of Business Administration
and the Business Administration, Lao PDR, 2009
Work experience: 2013- Present, Department, Organization and personnel

