

The Effects of Socio-Demographic Characteristics and Working Conditions on the Work Motivations of Employees Working in Health Services in Turkey

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Abstract

There are many factors that influence the formation of motivation that enable it to reach effective levels. In this study, the effects of variables such as gender, age, marital status, income status, daily and weekly working time, and the number of patients served daily were used to determine the work motivations of healthcare workers. Healthcare workers in the research population work as doctors, dentists, midwives, and nurses in institutions affiliated with the Ministry of Health in Turkey. Field research was carried out through questionnaires completed by these employees. There were 1392 doctors, 1366 nurses, 338 midwives and 227 dentists in the research population. Of these, 170 doctors, 190 nurses, 82 midwives, and 103 dentists were included in the study. When the evaluation of the data concluded, it was determined that socio-demographic characteristics and working conditions have positive and negative effects on intrinsic motivation and extrinsic motivation, which are subdimensions of business motivation. The motivational factors and the order of importance of these factors change according to the differences in demographic status as well as in the priorities of the different occupational groups working in hospitals. It was determined that the variables of marital status, age, duration of duty, and daily and weekly working times affected intrinsic motivation. In addition, it was determined that variables such as age, occupation, income status, daily and weekly working times, and working position affected extrinsic motivation.

Keywords: Motivation, socio-demographic characteristics, work motivation, health care, intrinsic motivation, extrinsic motivation

Introduction

It is widely accepted that human behaviors are based on human needs. To meet these needs, people tend to be engaged in activities. In psychology, motivation (impetus), which is determined as induced and appeared needs, defines the individual's patterns of behavior and response strength (Özdaşlı & Akman, 2012). Motivation is accepted as a propelling force, which occurs to perform activities such as partaking in activities, learning, and making efforts regarding the targeting of people. Motivation also plays a very important role in working life. Employees, who are the basic component of working life, must be motivated at the best level in order to work efficiently (Bulut & Çavuş, 2015). Regarding business life, motivation is defined as an inner power that enhances people's tendencies to reach

distinctively defined targets, and also to perform private missions within the organization. The higher the motivation of employees, the stronger the relationship between the employee and the organization, which results in a more intense sense of belonging to an organization (Sekhar, Patwardhan, & Singh, 2013; Simone, 2015).

Many interdisciplinary theories have been proposed to explain motivation. According to some theories, it is held that corporeal rewards, getting stronger and famous, having a desirable job, living in luxurious environments, and having a sense of respectability cause humans to be motivated. Although all of these theories contain some truth, one of them alone is not sufficient to explain the motivation of all people (K. Williams, & C. Williams, 2011). Examined psychologically, motivation is considered as a factor that strengthens behavior. From an alternative perspective, it is seen a tendency of an individual's efforts in the workplace. In order to comprehend human behavior, it is recognized that external and internal factors are

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significant in motivation and performance management studies. Extrinsic motivation is expressed by the desire to achieve certain results, while positive internal sensations cause the formation of intrinsic motivation (Öksüzöğlü, 2013). Motivation is the idea of feeling responsibility, which determines why people decide to do anything, and how much they are willing to continue their activities. Internal and external factors that are effective in motivation lead to feelings of determination for some people (Ghenghesh, 2013; Jooste & Hamani, 2017).

Work Motivation

Employee motivation is a process that includes the direction of the actions of the employees and the mental arrangements that determine the energy they are willing to use to fulfill their duties that give such a direction. In the simplest terms, to fulfill a particular task, unmotivated or low-motivated work causes low-performance levels. The effectiveness of actions develops step-by-step with increasing motivation, but only up to a point. In cases when motivation is very high, actions become disorganized. Motivation is a management function that enables the formation of necessary behaviors in order to ensure that employees perform their duties in a conscious and planned manner. As a result of coercion or encouragement in employees, there are two kinds of motivation: negative and positive. Negative motivation is based on the principle of encouraging people to work by creating anxiety after a feeling of insecurity. Positive motivation, while providing opportunities for the employees to reach their goals, also fulfills the expectations of the employer (Sulej, 2014).

In order to ensure the motivation of the employees, managers are expected to create need-supportive and more importantly, autonomy-supportive work environments. To achieve this, managers are expected to encourage employees to start their work, provide valid and acceptable reasons for the purpose of the desired job, value the perspectives of the employees, and provide constructive feedback after completion of tasks (Deci, Olafsen, & Ryan, 2017). It is an important and challenging task for managers to ensure that employees work towards the goals of their workplaces and that they are willing and stable in this regard. In order to direct the employees, managers are expected to create an appropriate working environment. For this reason, managers should ensure that employees can give meaning to their work and create a motivating environment as a first step. An employee who recognizes the

importance of their job and is motivated in this direction can play an important role in achieving the goals of the organization by carrying out their tasks efficiently (Maduka & Okafor, 2014).

In increasing work performance by creating motivation, the importance given to the task, qualification, and reward expectation are considered important. Using the incentive system to further motivate employees is one of the most reliable and effective approaches. However, to ensure that the incentive system is effective, it must be applied appropriately. For this reason, it is necessary to practice openness, consistency, fairness, and transparency at the workplace (Luona, 2006). Employees tend to perform well to meet their needs and reach the levels they want. This trend is the main source of employee motivation. Motivational resources for employees with different preferences would also be different. Some employees are motivated by financial incentives, while others perceive competition, job position, and personal success as sources of motivation (Weberova, Hitka, & Lizbetinova, 2017).

Intrinsic and Extrinsic Motivation

As a process, motivation begins after needs with regard to emotional emptiness. In order to utilize this emptiness, an internal trigger force is generated to initiate and to maintain actions through a chain reaction. Thus, the feelings of emptiness are filled. Based upon this basic knowledge, motivation is defined as an internal or external trigger force that produces the tendency to reach certain conclusions. This first element of motivation is intrinsic motivation whose trigger force originates from the individual themselves. The second element is extrinsic motivation, which originates from the foundation worked in or in an industrial application (Singh, 2016; Maduka & Okafor, 2014).

In intrinsic motivation, which aims to satisfy the individual instead of the results to be obtained as a result of the work done, it is accepted that the main reasons for an individual's action are enjoyment and overcoming difficulties rather than external incentives or awards (Legault, 2016; Oudeyer & Kaplan, 2008). Intrinsic motivation is an important form of motivation that will ensure this, although it is not the only method for individuals to act voluntarily. Individuals have a desire to learn and discover new things from the moment they are born, and they act in this direction. In doing so, they do not need an external incentive or direction. People tend to be interested in innovations, learn continuously, and use their skills effectively even

after childhood. For this reason, intrinsic motivation is of great importance in the cognitive, physical, and social development of the individual (Bahtiyar & Ersoy, 2017; Ryan & Deci, 2000). There is a directly proportional relationship between intrinsic motivation and success. Individuals with intrinsic motivation have higher success levels (Akbaba, 2005).

Extrinsic motivation refers to motivation to carry out a task under the influence of external rewards, such as salaries and various promotions. Here, the level and duration of the factors that create and maintain the motivation are controlled by an organization or person other than the individual doing the task. In addition to monetary benefits, it serves as a motivational tool in benefits, such as job security, promotion, and job type. Motivational tools serve the purpose of doing the job as requested by the organization (Singh, 2016). The use of extrinsic motivational tools and their level of influence vary according to the needs and characteristics of the individual. Motivation is formed by determining an individual's social, psychological, and physical needs and taking measures to meet these needs (Ismajli, Zekiri, Qosja, & Krasniqi, 2015). In addition, the awards determined by the organizations for their employees for the achievement of the goals constitute an external motivation for the employees to make efforts and perform to their highest ability (Timuroğlu & Balkaya, 2016).

Intrinsic and Extrinsic Motivators

Because different kinds of behaviors can vary depending on the individual's conditions, developing motivating methods is difficult because these behaviors are complicated and difficult to understand. Value judgments vary from person to person, and therefore a motivating factor in one corporation may not be effective in another corporation, even when those motivating factors are focused on employees at the same level. That is why all organizations should determine their own motivators and implement them. Factors increasing motivation can be investigated under the headings of socio-economic factors, psycho-social factors, and organizational and managerial factors (Alsar, 2016).

The main agents forming motivation in the work environment are the characteristics of managers and employees. Both economic and psychological needs and the level of an employee should be investigated in detail by managers, which should then be evaluated appropriately. Based on this, conditions are made to motivate the employees to

start the work, continue to work efficiently, and complete the work as required. Determining the characteristics of the employees, applying the right management techniques, and choosing the right motivation tools are the basic elements to becoming a successful manager. In the traditional and modern management approaches, the methods of creating motivation differ. In the traditional management approach that uses central authority and prefers supervision, the methods used to create motivation are typically based on economic factors. The modern management approach is focused on identifying and meeting the psychological needs of the employees in addition to their economic needs. In this management style, employees' opinions and preferences are taken into consideration when determining the working conditions and methods. For this reason, in addition to economic factors in the modern management approach, psychological factors are also given great importance. Particularly considering its long-term effects, motivation created using a modern management approach has more permanent and effective results (Ölçer, 2005; Özen, 2016; Shanks, 2007).

The rewards given to the employee after completion of a task are classified as internal rewards and external rewards. Financial and social external rewards used to create extrinsic motivation include cash payment, private health insurance, and employment in different fields of the organization. Internal rewards are psychological rewards arising from the individual themselves, such as social status, job satisfaction, maintaining the current job position, and self-satisfaction (Öksüzoğlu, 2013). These rewards, which are related to the psychological aspect of the individual and primarily comprise abstract concepts, are also instruments of intrinsic motivation. The type and characteristics of these rewards may vary, and they are based on the individual's emotions towards their work life and the job. Intrinsic motivation tools are grouped under the following categories: establishing good relations among working individuals, believing that the work done has meaning in other people's lives, ensuring that they can make effective decisions within the management, and providing the opportunity to apply the experience and abilities of the employee effectively (Shanks, 2007).

Materials and Methods

In this study, which used the survey method, data were obtained from questionnaires. The survey method is a research approach that aims to

describe a past or present situation as it exists (Siegel & Jones, 2018). The research population consisted of healthcare workers who were working as doctors, dentists, midwives, and nurses in institutions affiliated with the Ministry of Health in Turkey. The questionnaire consisted of two parts. The first part consisted of questions to determine the socio-demographic characteristics of the employees. The second part consisted of 24 questions and included two separate subsections to determine the levels of the two main subdimensions of motivation: intrinsic and extrinsic motivation. It was matched with the socio-demographic characteristics determined by the data obtained from these two sections in order to reveal the intrinsic and extrinsic motivation levels of the participants. Thus, the motivational levels of the employees and the effects of individual

characteristics regarding this motivation were examined. The Likert scale, developed by RensisLikert (Bayat, 2014), was used as the scale in the questionnaire. The choices that the respondents could make were: "strongly disagree," "disagree," "have no idea," "agree," and "strongly agree."

There were 1392 doctors, 1366 nurses, 338 midwives, and 227 dentists in the research population. Of these, 170 doctors, 190 nurses, 82 midwives, and 103 dentists were included in the study. In this research, the effects as well as the effect levels of occupation, marital status, gender, age, income status, working position, total time completed in the occupation, and the intensity of the work, which are expressed as socio-demographic characteristics (Table 1) regarding the motivation of the employees, were examined.

Table 1. Socio-demographic characteristics and work conditions of the healthcare workers who participated in the study

Marital status	Number
Married	411
Single	104
Divorced	27
Widowed	3
Age (years)	Number
<29	139
29-37	150
37-42	136
>42	120
Occupation	Number
Doctor	170
Dentist	103
Midwife	82
Nurse	190
Income status	Number
High	124
Middle	392
Low	29
Gender	Number
Female	446
Male	99
Working position	Number
Employee	531
Manager	14
Working time and work density	Average±Std. deviation, (Min-Max values)
Duration of duty (years)	13.08±0.37, (0.17-36)
Weekly working time (hours)	49.5±19.45, (40-90)
Daily working time (hours)	9.25±3.55, (8-10)
Daily number of patients	39.03±45.57, (2-225)

According to the data in Table 1, 34.9% of the health personnel participating in the survey were

nurses, 31.2% were doctors, 18.9% were dentists, and 15% were midwives. In addition, the

proportions of male and female health personnel were 18.2% and 81.8%, respectively, and the mean age was 36.22 ± 7.91 years. When the age groups formed by the participants were examined, it can be seen that the largest group consisted of workers between the ages of 29-42 (52.5%). On the other hand, the group with the lowest number of employees was the group consisting of staff older than 42 years (22%). It was determined that 75.4% of the health personnel participating in the study were married and 94.7% had either a middle or higher income. The large differences between the minimum and maximum values indicate that the study included a wide range of participant groups.

Work Motivation Scale

Mottaz's two-dimensional work motivation scale was used as the work motivation scale. Work motivations of employees are determined by two main types of motivational tools, i.e., intrinsic and extrinsic motivation. Intrinsic motivation tools include independence at work, the importance of the work for the employee, participation, responsibility, diversity, productivity, opportunities to use one's talents and skills, and satisfactory feedback on one's work performance. Extrinsic motivation tools are handled in two different dimensions: as social motivation tools and as organizational motivation tools. Social motivation tools are based on the quality of interpersonal relationships such as friendship, helpfulness, and the support of colleagues and the manager. On the other hand, organizational motivational tools are related to the opportunities provided by the organization to increase job performance, such as the adequacy of resources in the working environment, wage equality, the opportunity for promotion, and job security (Mottaz, 1985; Dündar, Özutku, & Taşpınar, 2007). The reliability levels of the scales used are determined by the Cronbach alpha reliability method (Yaşar, 2014). Cronbach alpha values of the scales used in determining intrinsic and extrinsic motivation were calculated as 0.83 and 0.84, respectively. According to the relevant literature, these values show that the scales are highly reliable (Kılıç, 2016; Yaşar, 2014).

Analysis of Data

SPSS for Windows 15.0 evaluation version was used to analyze the data. Descriptive statistics are shown as mean \pm standard deviation for the variables with normal distribution, median (min-max) for the variables with abnormal distribution, and categorical variables are shown as the number of events and percentages. When the number of

groups was two, the significance of the difference between the groups in terms of averages was investigated by using the t-test and the significance of the difference in terms of median values was investigated using the Mann-Whitney U-test. When the number of groups was more than two, the significance of the difference between the groups in terms of averages was investigated using the ANOVA test and the significance of the difference in terms of median values was investigated with the Kruskal-Wallis test. The difference between categorical variables was evaluated by Pearson Chi-Square or Fisher's exact test. The relationship between continuous variables was evaluated by using the Spearman correlation test. The correlation coefficient between the scales was evaluated according to the following criteria: $r = (0.00-0.25)$, very weak; $r = (0.26-0.49)$, weak; $r = (0.50-0.69)$, middle; $r = (0.70-0.89)$, high; and $r = (0.90-1.00)$ indicated the existence of a very high level of relationship. Multivariate linear regression analysis was performed to determine independent factors. The variables, which were found significant in univariate analyses, were included in the multivariate regression analysis and the final model was reached with the "backward" method (Arkkelin, 2014; Chan & Walmsley, 1997).

Results

It was determined that the healthcare workers who participated in the study mostly concentrated on the option "agree" related to the questions in the intrinsic motivation and extrinsic motivation subdimensions. However, in the extrinsic motivation subdimension, it was found that the "disagree" option was marked more often in the questions about rewarding success and the fee obtained in return for the work done. The numbers and percentage distributions of healthcare workers who marked the "strongly disagree" and "disagree" options in the questions about the job motivation subdimensions are given in Table 2.

When Table 2 is analyzed, it can be seen that the rate of ticking the "absolutely disagree" and "disagree" options in the intrinsic motivation in the subdimension of the work motivation is 2.1%. This means that 2.1% of the personnel participating in the research have low intrinsic motivation. Similarly, it can be seen that the preferring ratio of the "strongly disagree" and "disagree" options for extrinsic motivation in the subdimension of work motivation is 8.9%. This means that 8.9% of the personnel participating in the research have low extrinsic motivation.

Table 2. Work motivation subdimension values

		Scale score	Number	%
Work motivation subdimensions	Intrinsic motivation	≤2	11	2.1
		>2	508	97.9
		Total	519	100.0
	Extrinsic motivation	≤2	46	8.9
		>2	473	91.1
		Total	519	100.0

Table 3. Intrinsic motivation and extrinsic motivation scale scores relating to the gender of healthcare workers

		Intrinsic motivation	Extrinsic motivation
Female	Average± Std. deviation	3.76±0.66	2.90±0.68
	Median(Min-Max.)	3.77(1-5)	2.93(1-5)
Male	Average± Std. deviation	3.70±0.79	3.06±0.73
	Median(Min-Max.)	3.77(1.44-5)	3.00(1.47-5)
P value		0.388	0.092

Scale scores obtained as a result of evaluating job motivation subdimensions according to gender are given in Table 3. From the table, it can be seen that the intrinsic motivation and extrinsic

motivation scale scores in the subdimension of the work motivation of the health personnel participating in the research did not differ significantly according to gender ($p>0.05$).

Table 4. Intrinsic motivation and extrinsic motivation scale scores relating to the marital status of healthcare workers

		Intrinsic motivation	Extrinsic motivation
Single	Average± Std. deviation	3.56±0.71	2.85±0.67
	Median(Min-Max.)	3.67(1-5)	2.93(1.27-4.27)
Married	Average± Std. deviation	3.79±0.67	2.94±0.70
	Median(Min-Max.)	3.83(1-5)	2.93(1.13-5)
Divorced	Average± Std. deviation	3.92±0.74	3.06±0.77
	Median(Min-Max.)	4.00(2.56-5)	3.00(1.13-5)
Widowed	Average± Std. deviation	4.00±0	3.17±0.33
	Median(Min-Max.)	4.00(4-4)	3.17(2.93-3.40)
P value		0.014	0.591

Scale scores obtained as a result of evaluating job motivation subdimensions according to marital status and calculated P values are given in Table 4. When the table is examined, it can be seen that there is a significant relationship between the

intrinsic motivation and marital status of the healthcare workers who participated in the research ($p<0.05$), but there is no significant relationship between the marital status and the extrinsic motivation of the staff ($p>0.05$).

Table 5. Intrinsic motivation and extrinsic motivation scale scores relating to the age of healthcare workers

	Age	
	r-value	P value
Intrinsic motivation	0.166	<0.001
Extrinsic motivation	0.093	0.033

The scale values show the relationship between the job motivation subdimensions and the age of the healthcare workers are given in Table 5. When the table is examined, it can be seen that there is a positive but weak correlation between intrinsic motivation and extrinsic motivation subdimensions

of the health personnel participating in the research and the age variable ($p<0.05$). Intrinsic motivation and extrinsic motivation subdimensions also increase in direct proportion to the increase in age.

Table 6. The distribution of perceived work motivation subdimensions of healthcare workers by income status

	Income status	Intrinsic motivation	Extrinsic motivation
High	Average± Std. deviation	3.83±0.65	3.02±0.71
	Median(Min-Max.)	3.89(2-5)	3 (1.5-5)
Middle	Average± Std. deviation	3.73±0.70	2.93±0.69
	Median(Min-Max.)	3.78 (1-5)	2.89(1.1-5)
Low	Average± Std. deviation	3.59±0.67	2.58±0.61
	Median(Min-Max.)	3.44(2.4-4.8)	2.73(1.4-3.4)
	P value	0.186	0.025

The scale values showing the relationship between the job motivation subdimensions and the income status of the healthcare workers are given in Table 6. When the data are analyzed, it can be seen that the extrinsic motivation subdimension of the healthcare workers participating in the research varies significantly according to the income status

groups ($p < 0.05$). The extrinsic motivation scale score of the group with the high-income status is statistically higher than the groups with middle and low income status. The intrinsic motivation subdimension scale score does not differ significantly according to income status ($p > 0.05$).

Table 7. The distribution of perceived work motivation subdimensions of healthcare workers by working position

		Intrinsic motivation	Extrinsic motivation
Employee	Average± Std. deviation	3.74±0.67	2.92 ±0.68
	Median (Min-Max.)	3.78 (1-5)	2.93(1.13-5)
Manager	Average± Std. deviation	4.08±0.57	3.58±0.81
	Median (Min-Max.)	3.94(3.2-5)	3.6(2.2-5)
	P value	0.100	0.002

The scale values showing the relationship between the job motivation subdimensions and the working position of the healthcare workers are given in Table 7. When the table is examined, the extrinsic motivation subdimension of the healthcare workers who participated in the study varies significantly according to their working

position ($p < 0.05$). The extrinsic motivation dimension scale scores of the healthcare workers who are managers are significantly higher than the scale scores of non-manager healthcare workers. The intrinsic motivation subdimension scale score does not differ significantly depending on the working position ($p > 0.05$).

Table 8. The distribution of perceived work motivation subdimensions of healthcare workers by occupation

		Intrinsic motivation	Extrinsic motivation
Doctor	Average± Std. deviation	3.73±0.67	2.90±0.66
	Median(Min-Max.)	3.78(1.8-5)	2.90(1.5-5)
Dentist	Average± Std. deviation	3.65±0.78	2.86±0.66
	Median(Min-Max.)	3.78(1-5)	2.83(1.3-5)
Midwife	Average± Std. deviation	3.84±0.68	2.88±0.75
	Median(Min-Max.)	3.89(2-5)	2.90(1.1-5)
Nurse	Average± Std. deviation	3.76±0.65	2.98±0.68
	Median(Min-Max.)	3.78(1-5)	3(1.1-5)
Administrative	Average± Std. deviation	4.09±0.57	2.98±0.81
	Median(Min-Max.)	3.94(3.2-5)	3.63(2.2-5)
	P value	0.155	0.013

The scale values showing the relationship between the job motivation subdimensions and the occupation of the healthcare workers are given in Table 8. The intrinsic motivation subdimension of the health personnel participating in the study does

not differ significantly according to the type of occupation ($p > 0.05$). Extrinsic motivation differs significantly according to the type of occupation ($p < 0.05$). The job motivation extrinsic motivation subdimension scale scores of healthcare workers

whose occupation type is administrative staff are significantly higher than the scale scores of

healthcare workers who are dentists, midwives, nurses, and doctors.

Table 9. Relationship between the duration of duty of healthcare workers and work motivation subscale scale scores

Duration of duty	r value	Intrinsic motivation	Extrinsic motivation
		P value	0.172
		<0.001	0.081

The scale values showing the relationship between the job motivation subdimensions and the duration of duty (in years) of the healthcare workers are given in Table 9. When the table is analyzed, it can be seen that there is a positive but weak relationship between the duration of duty

and the intrinsic motivation subdimension of work motivation ($r = 0.172$, $P = <0.001$). As the duration of duty increases, the intrinsic motivation scale score also increases. However, there is no significant relationship between the extrinsic motivation scale score and duration of duty ($p > 0.05$).

Table 10. The distribution of perceived work motivation subdimensions of healthcare workers by working time and work density

		Intrinsic motivation	Extrinsic motivation
		r	-0.214
Weekly working time (hours)	p	<0.001	<0.001
	r	-0.114	-0.192
Daily working time (hours)	p	0.009	<0.001
	r	0.086	-0.012
Daily number of patients	p	0.067	0.807

The scale values showing the relationship between the job motivation subdimensions and the working time and work density of the healthcare workers are given in Table 10. It can be seen from the table that there is a weak and inverse relationship between weekly working time and work motivation intrinsic and extrinsic motivation subscales scores ($p < 0.05$). As weekly working time increases, intrinsic and extrinsic motivation subdimensions scale scores decrease. There is a weak and inverse relationship between daily working time and intrinsic and extrinsic motivation subdimensions scores ($p < 0.05$). As daily working time increases, intrinsic motivation and extrinsic motivation subdimensions scale scores decrease. On the other hand, there is no significant relationship between the number of patients examined daily and the scores of intrinsic motivation and extrinsic motivation subdimensions ($p > 0.05$).

Discussion

The motivational factors and the order of importance of these factors change according to the differences in demographic status as well as in the priorities of the different occupational groups working in hospitals. No comment can be made on work motivation factors before these differences are revealed. The practices of institutions to

increase the motivation of their employees differ according to the organization's structure, types of duties, and the demographic characteristics of the employees (Heidarian, Kelarijani, Jamshidi, & Khorshidi, 2015). The prepared questionnaire was aimed at determining the factors that affect the changes in the intrinsic motivation and extrinsic motivation of the employees who perform different tasks in the health sector and who have different socio-demographic characteristics. According to the answers given in the questionnaire, the most important factor in extrinsic motivation is whether the income obtained in return for the work done is considered sufficient. If the employee achieves a high level of success, being rewarded and having this success validated through their salary, promotion, or certificate of appreciation are other factors that highly contribute to extrinsic motivation. Although money is not the primary and only motivating factor for everyone, it has been proven by research that it is an important motivational tool for many people (Rynes, Gerhart, & Minette, 2004). High-performance employees attach great importance to the attitudes shown about them by being rewarded for their performance with above-average wage increases (Harrison, Virick, & Williams, 1996). The results obtained from the questionnaire used in this study illustrate a few factors that are most effective in

increasing intrinsic motivation. This study determined that important factors for increasing intrinsic motivation are that the employee believes that his / her abilities are suitable and sufficient for his job, believing that the work done constitutes a respectable profession, and having the feeling that the processes required by the job have been carried out successfully. The order of importance and impact levels of the factors that provide job motivation are not fixed, and they vary according to the needs and characteristics of the employees who expect these needs to be met. For many people, the purpose of working is not just to make money. Employees with high intrinsic motivation are excited to be able to conduct successful studies and to have their participation make a difference as a result of those studies (Weberova, Hitka, & Lizbetinova, 2017).

When the changes in the intrinsic motivation and extrinsic motivation sub-dimensions of the health sector employees depending on socio-demographic characteristics were examined, marital status, age, duration of duty and daily and weekly working time had an effect on intrinsic motivation. In addition, variables such as age, occupation, income status, daily and weekly working time, and working position had an effect on extrinsic motivation. The majority of the participants (78%) in the study were aged 40 years and below, and their intrinsic motivation and extrinsic motivation increased with age. However, a previous study of the relationship between age and motivation revealed that motivation is directly proportional to age. Conversely, an inversely proportional interaction was observed for participants aged 50 years and above (İnceoglu, Segers, & Bartram 2012). Employees' motivation for increasing their careers significantly decreased as they aged. However, young individuals aged 16-25 years seemed to put in more effort to please others compared to individuals aged 26-45 years. Among such employees, the emotions towards achieving goals, such as getting more wages, being appreciated, and getting a promotion increased their work motivation (Dávila & Díaz-Morales, 2009; Güzel, 2011).

The examinations and evaluations made in the survey results show that there is no gender-related motivational deficiency for the employees in the health sector. However, work motivating factors can differ for men and women. The wage received is perceived as the most important motivational factor for men. However, the suitability of the work environment is a much more important motivational tool for women (Hitka, Vetráková,

& Balážová, 2016). Therefore, financial incentives can be used as a primary preferable method for male employees as extrinsic motivation providers. However, non-financial factors such as praise, appreciation, and cultural activities may have priority in the motivation of female employees (Štefko et al., 2017). In social roles theory, while earning money and providing financial support to their families is seen as the most important social role of men, the care of children and the fulfillment of responsibilities in home life are expressed as the primary social role of women (Nadler & Kufahl, 2014). This social role expressed in theory clarifies why men are more affected by economic extrinsic motivation tools.

Our study indicates that the intrinsic motivation of married healthcare workers is higher than that of single healthcare workers. Married employees have a more organized life due to their family structure and due to their responsibilities. Married employees are more in need of jobs and earnings than single employees (Azim, Haque, & Chowdhury, 2013). Employees' income levels and their positions in the workplace have also been found to create differences in work motivation. Accordingly, it was concluded that those with relatively high incomes, from employees to those in executive positions, are more motivated by this than by external factors (İbicioğlu, Özdaşlı, Dalğar, & Yılmaz, 2013).

In summary, the results obtained from our research to determine the relationship between the socio-demographic characteristics and work motivations of the healthcare workers are as follows: The intrinsic motivation of those whose marital status is married is higher than that of single people. There is no relationship between gender difference and intrinsic motivation and extrinsic motivation. Intrinsic motivation and extrinsic motivation increase in direct proportion to the increase in age. The extrinsic motivation of the group with a high-income level is higher than the groups with medium and low-income levels. The extrinsic motivation of healthcare workers who are managers is higher than the extrinsic motivation of healthcare workers who are not managers. The extrinsic motivation of the healthcare workers whose occupation is the administrative staff is higher than that of healthcare workers who are dentists, midwives, nurses, and doctors. As the duration of duty increases, intrinsic motivation also increases.

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