

Socio-Demographic Factors And Job Performance Among Nurses In Murtala Mohammed Specialist Hospital Kano, Nigeria

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Abstract: This study examines the effect of socio-demographic factors on job performance among nurses in Murtala Mohammed Specialist Hospital Kano, Nigeria. A cross-sectional survey research design was adopted. Primary data collection method was used in which self-administered questionnaires were distributed to a total sample of 191 respondents selected from the target population of 379 nurses. Pearson correlation was used to determine the relationship between socio-demographic factors and job performance among the respondents. This study found that female nurses were dominant representing 85% while male nurses were minority representing 15%. Gender was found as statistically significant factor that determined nurses' job performance in this research. This study also found that middle age nurses aged 40 to 49 years were the majority representing 55.6%, followed by young nurses aged 20 to 39 years representing 27.8% and thereafter old age nurses aged 50 years and above representing 16.7%. Age of the nurses in this study was found not a statistically significant factor that determined job performance among nurses. However, this study found that nurses with diploma were the majority representing 83.3%, followed by those who have Degree representing 11.1%, and the least number of nurses have PhD represents 1.7%. This study found that educational qualification was not a statistically significant factor that determined job performance among nurses. Furthermore, this study found that majority of the nurses had working experience of 11 to above 30 years representing 77.8%. Working experience was found not a statistically significant factor that determined job performance among nurses in this research. Therefore, the study recommended that gender of the nurses should be considered when employing nurses.

Keywords: Socio-Demographic factors, job performance, nurse

I. INTRODUCTION

Nurses' job performance is very crucial for the growth and development of a hospital or health care organisation to make sure that the lives of the patients are protected or leave out. Performance means to carry out or accomplish an action or task. In other word, performance is an indication of what is done and how well it is done (Winch et al. 2003). Therefore, job performance is being defined as to how effectively an employee or individual carries out his/her roles and responsibilities related to his/her job (Abu-Alrub, 2004). Improving the performance of nurses to ensure quality and efficient service delivery has always been a major challenge to the health institutions or organisations all over the world. For example, Ayse and Guses (2008) conducted a study on factors

influencing nurses' job performance among nurses in US. It was reported that nurses' job performance in US was very low and several patients' lives were at risk. The researchers identified the factors that had caused low job performance among nurses such as age, gender, working experience, educational qualification etc (socio-demographic factors). Therefore, it is against this background that this study sought to examine the relationship between socio-demographic factors and job performance among nurses working in Murtala Mohammed Specialist Hospital Kano, Nigeria as well as providing solution on how to improve the nurses' job performances.

II. LITERATURE REVIEW

A. SOCIO-DEMOGRAPHIC FACTORS AND JOB PERFORMANCE

Several studies have linked socio-demographic factors to nurses' job performance in different studies. The factors identified include; age, gender, work experience, and educational level.

a. AGE

The classification of respondents according to their ages is necessary to identify the performance of nurses in relation to their age. For instance, Saleem and Sayej (2015) studied selected organisational factors that had effect on nurses' job performance in West Bank governmental hospitals. Specifically they studied the relationship between age of the nurses and their job performance where they established that age was not statistically significant factor in determining the nurses' job performance in the study area. In another study of similar finding conducted in South Africa by Matildah (2012) revealed that age of the respondents (nurses) in the study area was not a contributing factor that determined nurses' job performance. The study also found that young and middle age nurses constituted the majority of the respondents. Kamati, Cassim and Karodia (2014) studied the influence of nurses' age on their job performance in national referral hospital in Namibia. They found that majority of the registered nurses at the hospital (40%) were between 51 and 60 years of age. Though these nurses bring vast experience from their years of service, but the study revealed that old age could be a limiting factor that might reduce the way they execute their duties. The study also shows that nurses in this age group might find it difficult to deal with heavy workloads which were very common in their work environments hence compromising performance. Therefore, this study implies that old age has a negative influence on the nurses' job performance in the study area.

b. GENDER

Gender is another important factor used by several researchers in order to identify how it contributes to different performance among nurses. For example, Saleem and Sayej (2015) examined the influenced of gender on the nurses' job performance in West Bank governmental hospitals where they found that gender was not statistically significant factor that determined the nurses' job performance in the study area. They also found that female constituted the majority of the nurses with 61% while male with only 39%. Therefore, despite the fact that female nurses being the majority this is not an important factor that differentiate the performance of nurses in the study area. However, Matildah (2012) examined the influenced of gender and performance of nurses in South Africa and found that 92.4% of the respondents were female while only 7.6% were male. This study also confirmed that female dominated the number of nursing staff of Makhuduthamaga sub-district in South Africa. The study also revealed that gender was not a significantly contributing factor

that determined nurses' performance in the study area. Kamati, Cassim and Karodia (2014) studied the influence of gender on nurses' job performance in national referral hospital in Namibia. They reported that only 8% of the respondents were male while 92% of the registered nurses at the hospital were female, indicating that nursing is a profession dominated by females. The study also revealed a difference based on gender was not statistically contributed to the differences of performance among nurses working in the Namibia referral hospital.

c. EDUCATIONAL LEVEL

According a research that conducted by Hong, Alison, While and Barriball, (2006) in mainland China in which they found that the level of education nurses possess have potential effect on how they performed their duties. A nurse whose level of education is high has performed better than the one with less education. They also found that there were times when nurses had to perform critical duty or treat serious issues without having opportunity to consult any other person. In this situation nurses with high education level were found to perform better than ones with less education. Therefore, this implies that educational level is very important factor in determining the performance of nurses. Another study conducted by Saleem and Sayej (2015) examined the influence of educational level of nurses working in West Bank governmental hospitals revealed that nurses educational level was not a significant contributing factor that influenced their performance in the study area. Matildah (2012) examined the influenced of educational level and performance of nurses in South Africa where he found that nurses with degree and postgraduate degree possessed more knowledge, skills and competency in executing their duties than nurses with only diploma certificates. This study indicates educational level is a very important factor that determined the performance of the nurses in the study area. Kamati, Cassim and Karodia (2014) studied the effect of educational level and job performance among nurses working in national referral hospital in Namibia. They found that about 75% of the registered nurses were holders of nursing diplomas, 23% were holders of degrees, and only 2% were holders of masters' degrees. The study also indicated that nurses at national referral hospital in Namibia did not see the incentive of furthering their education because it did not bring back substantial rewards and affect negatively their performances.

d. WORK EXPERIENCE

Saleem and Sayej (2015) evaluated the influence of working experience on nurses' job performance in West Bank governmental hospitals and they reported that there were no significant differences between the means of selected organisational factors affected nurses' performance attributed to the years of experience factor. This implies that work experience between nurses does not significantly influence their performance in the study area. Matildah (2012) examined the influenced of work experience and job performance among nurses in South Africa where he found that nurses who worked long period of time (15-20 years) possessed of more

knowledge and skills on how effectively to handle patients than the newly employed nurses without much working experience. Therefore, this study shows that working experience is a contributing factor that determined nurses' job performance. Kamati, Cassim and Karodia (2014) studied the influence working experience on job performance among nurses working in national referral hospital in Namibia. They reported that 66% of the registered nurses had more than 9 years of work experience, a collective 19% of the respondents had been working in the institution between 3-8 years, and 15 % of the nurses had been working for more than 1-2 years. The study also revealed work experience was a significant contributing factor that determined the effectively on how nurses performed their duties in the study area.

III. RESEARCH METHODOLOGY

This study adopted a cross-sectional research design because necessary information about the socio-demographic factors influencing job performance among nurses were gathered through the use of self-administered questionnaire and interview guide at a go. This choice of the research design is supported by the statement of Sekaran (2003) that when a researcher is faced with a situation where he/she will gather data just once from a cross-section of different respondents for the purpose of answering research questions the appropriate research design for him/her is cross-sectional research design. The cross-sectional research design required one to use a number of data collection methods and collect information from a cross-section of respondents (Sekaran, 2003). Therefore, this study also employed both the quantitative and qualitative approach.

This study adopted a mixed methodology approach which involves using quantitative and qualitative approach. The quantitative method aspect of the study involved the use of random sampling technique, self-administered questionnaire for data collection, as well as the use of statistical tools for presentation and analysis of data from various respondents (nurses) in order to draw inference about the socio-demographic factors that influence nurses' job performance in Murtala Mohammed Specialist Hospital Kano, Nigeria. On the other hand, qualitative method was used to complement the quantitative method where the self-administered questionnaire was not able to capture other necessary and relevant information.

a. STUDY POPULATION

The target population of this study consists of 379 nurses working in Murtala Mohammed Specialist Hospital Kano, Nigeria. There are five (5) departments in Murtala Mohammed Specialist Hospital Kano, Nigeria. These are surgical department, medical department, orthopaedic department, paediatric department, and maternity department.

b. SAMPLE SIZE DETERMINATION

The sample size of 191 was determined using Krejcie and Morgan (1967)'s formula as follows;

$$s = \frac{x^2 Np(1-p)}{d^2(N-1) + x^2 p(1-p)}$$

Where s = required sample size

x^2 = the table value of chi-square for degree of freedom at the desired confidence level (3.841)

N = the population or target population = 379

P = the population proportion (assumed to be 50% or 0.50 since this would provide the maximum sample size)

d^2 = the degree of accuracy expressed as a proportion (5% Or 0.05)

$$s = \frac{3.841 \times 379 \times 0.50 (1-0.50)}{(0.05)^2 (379-1) + 3.841 \times 0.50 (1-0.50)}$$

$$s = \frac{363.935}{1.905}$$

$$s = 191$$

IV. SAMPLE SIZE DISTRIBUTION

For proper distribution of these 191 sample size the proportional stratified random sampling technique was used under which the sizes of the samples from the different strata or departments were kept proportional to the sizes of the departments or strata (Kothari and Garg, 2014). This can be shown in table 1;

S/N	Departments	Population	Sample Size
1	Surgical Department	88	45
2	Medical Department	82	41
3	Orthopaedic Department	60	30
4	Paediatric Department	64	32
5	Maternity Department	85	43
	Total	379	191

Sources: Researcher's calculation from MMSH, 2015

Table 1: Allocation of 191 Sample Size to Five Different Departments/Strata

V. DATA COLLECTION METHOD

This study used primary data collection method which involved survey/questionnaire and personal interview. The data collection instruments used in this study were questionnaire and interview guide.

VI. FINDINGS PRESENTATION, INTERPRETATION AND DISCUSSION

In this section of the paper, findings and interpretation were first handled and then discussion was presented later. Hence, the univariate analysis of socio-demographic factors was first presented and then the bivariate analysis followed.

A. UNIVARIATE ANALYSIS OF SOCIO-DEMOGRAPHIC FACTORS

The socio-demographic factors of the respondents which are gender, age groups, highest educational qualification, and working experience were presented in table 2.

Variables	Category	Frequency	Percentage
Gender	1. Male	27	15%
	2. Female	153	85%
	Total	180	100%
Age Groups	1. Young (20-39 years)	50	27.8%
	2. Middle age (40-49 years)	100	55.6%
	3. Old age (50 years and above)	30	16.7%
	Total	180	100%
Highest Educational Qualification	1. Diploma in Nursing	150	83.3%
	2. Degree	20	11.1%
	3. Master	7	3.9%
	4. PhD	3	1.7%
	Total	180	100%
Working Experience	1. 1-10	40	22.2%
	2. 11-20	80	44.4%
	3. 21-30	50	27.8%
	4. Above 30	10	5.6%
	Total	180	100%

Sources: field research, 2016

Table 2: Socio-Demographic Factors of the Respondents

Table 2 reveals that female nurses were dominant representing 85% (153) while male nurses were minority representing 15% (27). Middle age nurses (40-49 years) were the majority representing 55.6% (100), followed by young nurses (20-39 years) representing 27.8% (50) and thereafter old age nurses (50 years and above) representing 16.7% (30). In terms of highest educational qualification nurses with diploma were the majority representing 83.3% (150), followed by Degree representing 11.1% (20), Master Degree represents 3.9% (7) and PhD represents 1.7% (3). Majority of the nurses had working experience of 11 to above 30 years representing 77.8% (140).

B. BIVARIATE ANALYSIS OF SOCIO-DEMOGRAPHIC FACTORS AND JOB PERFORMANCE

The bivariate correlation analysis was executed to determine the relationship between socio-demographic factors (gender, age groups, highest educational qualification, and working experience) and job performance as can be seen from table 4.3.

Variable	1	2	3	4	5
Gender (1)	-.252**				
Age Groups (2)	-.013	1			
Highest Educational Qualification (3)	.061	-.144	1		
Working Experience (4)	-.085	.084	-.027	1	
Job Performance (5)	-.252**	-.013	.061	-.085	1

Sources: field research, 2016. **. Correlation is significant at the 0.01 level (2-tailed)

Table 3: Correlation between Socio-Demographic Factors and Job Performance

Table 3 shows that only gender that was statistically significant [$r(180) = -0.252, p < 0.01$] in determining job performance among nurses while the other factors such as age groups, highest educational qualification, and working experience were not statistically significant in determining job performance among nurses working Murtala Mohammed Specialist Hospital Kano, Nigeria.

C. DISCUSSION OF RESULTS OF SOCIO-DEMOGRAPHIC FACTORS AND JOB PERFORMANCE

This study found that female nurses were dominant representing 85% (153) while male nurses were minority representing 15% (27). This study supported the findings of Saleem and Sayej (2015); Matildah, (2012); and Kamati, Cassim and Karodia, (2014) who argued that nurses profession was dominated by female. Gender was found as statistically significant factor that determined nurses' job performance in this research. This finding is not in agreement with findings of Saleem and Sayej (2015); Matildah, (2012); and Kamati, Cassim and Karodia, (2014) who established that gender was not a significant factor that determined nurses' job performance in their study areas.

This study also found that middle age nurses (40-49 years) were the majority representing 55.6% (100), followed by young nurses (20-39 years) representing 27.8% (50) and thereafter old age nurses (50 years and above) representing 16.7% (30). Age of the nurses in this study was found not a statistically significant factor that determined job performance among nurses. This finding supported the findings of Matildah, (2012) and Saleem and Sayej, (2015) who also established that age was not a statistically significant factor that determined job performance among nurses. On the other hand, the finding of this research disagreed with the finding of Kamati, Cassim and Karodia, (2014) who found that old age affected the performance of nurses in his study area.

However, this study found that nurses with diploma were the majority representing 83.3% (150), followed by Degree representing 11.1% (20), Master Degree represents 3.9% (7) and PhD represents 1.7% (3). This study found that educational qualification was not a statistically significant factor that determined job performance among nurses. The finding of this study is in agreement with the findings of Saleem and Sayej, (2015) and Kamati, Cassim and Karodia, (2014) who argued that level of education among nurses was not a statistically significant factor that determined job performance among nurses. The finding of this study is in disagreement with the findings of Hong, Alison, While and Barriball (2006) and Matildah, (2012) who found that nurses with degree and postgraduate degree possessed more knowledge, skills and competency in executing their duties than nurses with only diploma certificates.

Furthermore, this study found that majority of the nurses had working experience of 11 to above 30 years representing 77.8% (140). Working experience was found not a statistically significant factor that determined job performance among nurses in this research. The finding of this study is similar to the finding of Saleem and Sayej, (2015) who established that working experience was not a statistically significant factor

that determined job performance among nurses in his study area, while findings of Matildah, (2012), and Kamati, Cassim and Karodia, (2014) were contrary to the finding of this research where they argued that work experience was a significant contributing factor that determined how effectively the nurses performed their duties.

VII. CONCLUSION

In conclusion this study found that among the socio-demographic factors only gender was statistically significant in determining job performance among nurses while the other factors such as age groups, highest educational qualification, and working experience were not statistically significant in determining job performance among nurses in this research. Therefore, the study recommended that gender of the nurses should be considered when employing nurses.

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