

Impact of the Perception of Work and Professional Aspirations on the Involvement of Medical Staff at Cocody University Hospital (Abidjan)

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ABSTRACT

Based on the theories of social representations and expectations, this study analyzes the factors influencing the involvement in the work of the medical personnel and more particularly the midwives of the Cocody Hospital. Following a survey of 80 midwives using a questionnaire, those with a favorable perception of work are more involved in work than their counterparts who have an unfavorable perception. Similarly, midwives who nurture a strong occupational aspiration are also more involved in performing their function compared to their pairs who develop rather a low occupational aspiration.

Keywords: *work perception, occupational aspiration, involvement in work.*

The ultimate task of any health center or facility is to have a lasting quality of service. The realization of such a task requires adequate skills, optimal organization, but also the involvement of staff at work, which is synonymous with hard work, constant improvement and respect for the objectives assigned.

However, in Côte d'Ivoire, all these sine qua non factors for the proper functioning of the health system are more than necessary. Indeed, both domestic and international media have reported cases of staff failure every day, despite efforts by government authorities and development partners to make health centers more welcoming. This alarming situation can also be seen at the Cocody University Hospital, which is the subject of several criticisms concerning the involvement of medical personnel at work.

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On analysis, the factors underlying these shortcomings are multiple. Medical staff reported a lack of adequate equipment and infrastructure. The population, for its part, indexes the behavior of the practitioner which it considers inappropriate. She even believes that health professionals lack motivation at work. From this perspective, it seems imperative to try to understand the phenomenon by examining some determinants that may be the basis of the low involvement observed among medical personnel at work.

This scientific investigation is justified by the fact that in Côte d'Ivoire, the involvement of employees at work is a problem at the heart of the current concerns in the workplace. This problem is important in the healthcare sector, especially as medical staff are increasingly criticized for their lack of involvement in the workplace. The evidence is that complaints about the attitude of health professionals are numerous and almost daily. It is enough to go to a health center to see the indifference of certain members of the medical staff in the exercise of their functions.

The case "Awa FATIGA", still recent, is a palpable proof. Indeed, according to the newspapers " Le Monde " and " Jeune Afrique ", this girl model Ivorian was deposited in the emergency room of the CHU of Cocody by the military fire-fighters, seriously wounded and in a comatose and agitated state, following a violent aggression. According to these newspapers, it has been abandoned by caregivers since arriving in the emergency room the night of March 23, 2014 around 11 pm until the arrival of the family the next day at 13:00. Thus, for thirteen hours in a row, the patient was left unattended, lying on the floor, presenting a general appearance muddy and dirty (Jeune Afrique.com, April 1, 2014).

This fact explains in part the difficulties faced by the Ivorian health system in general and the CHU in Cocody, particularly at the time of this study. People complain almost daily about the behavior of health workers. The health sector has become a place of expression for various demands and manifestations, both at the staff level and at the level of the population. It is a sector in full crisis of which a "general surgery" is indispensable for a "resuscitation" even if it proves to be expensive. But let us agree, beforehand, to approach the phenomenon by examining its general determinants.

Several factors are mentioned to shed light on the lack of involvement of medical personnel at work. According to the organization-based model, involvement in work depends on how the employee was treated by the company, ie the characteristics of the job or role and work experience. This model was developed by the authors as Morris and Sherman (1981), Steers (1977), Stevens et al. (1978). It stipulates that the characteristics of the role and the work experiences are the privileged determinants of the involvement in the work. For the one based on the member or the retrospective approach of the implication, the locus of the implication lies in the attributes and the actions transposed by the individual in place of the work. (Bateman and Strasser, 1984, O'Reilly and Caldwell, 1981, Salancik and Pfeffer, 1978).

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The implication in the work can thus express the relation between the individual and his work. It can be defined as "the commitment of people in their work or in one or another facet of it" (Thévenet, 2000, p 29). Morrow (1983) identified more than thirty definitions of the concept of involvement in Anglo-Saxon literature through the term "commitment". All these definitions share the fact of seeking to characterize the links between an individual, usually an employee, and another part, most often the organization in which he works (Charles-Pauvers and Commeiras, 2002). Thus, implication seems unanimously associated with a relationship between two entities, a subject-person and a component of the work-object situation. The most developed and most frequent research concerns precisely organizational involvement.

The approach to commitment to work was undoubtedly driven by Dubin (1956) who sought to explain the place occupied by work in the life of the individual in general. According to this author, the importance attached to work by the individual depends on the capacity of this work to satisfy its most important needs, such as the need for social recognition, the need for belonging to a group, the need to provide Efforts in an activity, material needs etc. On the basis of Dubin's work, Lawler and Hall (1970) proposed an explanation of the affective character of engagement. For these authors, the satisfaction of the principal needs of the individual offered by work is likely to lead him to identify himself with this work. This is why the individual can judge the work important in relation to the image that he has of himself. Later, Kanungo (1982) and Morrow (1983) define engagement in work as a cognitive state of psychological identification with work. It is noted that a great deal of work has been done on the background of work involvement and that several important classifications of variables have emerged from the literature. These classifications generally revolve around the following main categories: personal characteristics, characteristics of work or role, and work experiences.

On the other hand, the results of research on the background of work involvement are sometimes inconsistent and contradictory. These results do not seem to take into account the specificities of work in the public universe. It is then necessary to supplement this work with a review of the results of previous research on sources of motivation at work in the public sector. Several researchers have found that the motivation of public employees to work differs from that of their counterparts in the private sector (Ambrose and Kulik 1999, Raincy and Bozeman 2000, Wittmer 1991, Wright 2001).

Public sector employees make a choice to render a useful service to society (Rainey, 1982). They are motivated by a strong desire to serve the public interest (Boyne, 2002; Perry, 2000; Perry and Wise, 1990); a sense of service to the community not found among their counterparts in the private sector (Gabris and Simo, 1995; Houston, 2000) and an impulse to promote the public interest (Box, 1999). In fact, researchers have shown that private sector employees value monetary rewards more than employees in the public sector (Buelens and Van den Broeck 2007, Cacioppe and Mock 1984, Crewson 1997, Houston 2000 Khojasteh,

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1993, Rainey, 1982, Wittmer, 1991). Public employees are more motivated by intrinsic rewards, such as the opportunity to help others (Buchanan, 1975, Lawler, 1971, Rainey, 1982). Researchers (Frank and Lewis, 2004, Karl and Sutton, 1998). In addition, the majority of public employees have a strong desire for intrinsic and non-monetary work opportunities. They have also largely assumed that motivation in public services (PSM) is the reason why public employees want intrinsic opportunities more than private sector employees. According to Perry and Wise (1990), motivation in public services is defined as a kind of individual predisposition to respond to reasons established primarily or solely in organizations and public institutions. On the other hand, this research is limited in sectors such as health.

However, to our knowledge, there is little work in the line of research of the psycho cognitive factors inherent to the employees themselves such as their occupational aspiration and their perception of work.

However, according to Vroom's theory (1960), individuals have their own needs and ideas of their expectations. The author indicates that the expectations concern a very diverse set of phenomena which generally indicate the answer to the question: "Am I capable? ". According to Vroom (op.cit.), an individual's level of expectation is based on the assessment of one's own abilities, of one's chances of success in relation to a given situation. It defines other elements as the real abilities of it that open a way to its theory. Indeed, for this author, it is a self-assessment, a probability of its chances of success. He argues that our reward depends on our assessment. Work involvement can be related to the level of occupational aspiration and this valence depends on a set of values forming the value system of each and every one of us. This set is very complex in general and it determines the strength of the expected result of the individual. The occupational aspiration is a determining factor in the explanation of the attitudes towards the work of the individuals.

For their part, the theories of social representations make it possible to grasp the significance of the effect of work perception on involvement in work. Indeed, according to these theories, the knowledge that is elaborated from a given object conditions the behavior with respect to this object. It is by social representations that coherence is established and deciphers order in behaviors. These form the subsoil that escapes the very individuals whose actions and words they shape and allow them to coexist (Jodelet, 1989). Such an interpretation is based on factors that are both endogenous and exogenous.

According to these theories, perceptions allow individuals to integrate new data into their frame of thought. This is what Moscovici (1961) pointed out in relation to psychoanalysis. The values and context in which ideas and knowledge are acquired have an impact on the construction of reality. The interest of the theories of social representation in the present study is that they show how the perception of an object can lead a subject to a modification of his attitudes, behaviors, opinions, beliefs and feelings.

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The two aforementioned theories confirm our views and allow us to formulate the following working hypotheses:

- a) The more unfavorable the perception of work, the lower the level of involvement of the medical staff.
- b) The higher the occupational aspiration, the greater the involvement of the medical staff.

The verification of these research hypotheses requires the implementation of methodological procedures which must be set out for a better understanding.

METHODOLOGY

The previously published work assumptions involve two independent variables and one dependent variable.

The independent variables refer, one to the perception of work, the other to the professional aspiration. They are both (2) qualitative in nature.

The perception of work has two modalities, namely a favorable perception of work and an unfavorable perception of work. A positive perception of work is the positive judgment of the individual who values work performed within his or her department. An individual has a favorable perception of his or her work when it has a score greater than or equal to 48 points on a scale that measures the nature of work perception. As for the unfavorable perception of labor, it is defined as the way to negatively judge work by devaluing it or by perceiving in it only difficulties of execution. An individual has an unfavorable perception of his or her work when they score strictly below 48 points on a scale to assess the level of perception of work. The professional aspiration also has two modalities: the high level of professional aspiration and the level of professional aspiration low. The professional aspiration is said to be high, when the individual feeds the ambition to rise in rank of the structure. In this case, it has more " yes " than " no " response to the professional aspiration scale. On the other hand, it is considered weak insofar as the individual only sticks to the function he occupies. In this case, it has more negative answers than positive responses.

The dependent variable concerns involvement at work. It illustrates the degree of attachment of the individual to his or her organization, the level of adherence of the individual to the values and principles of the organization. The implication at work reflects the efforts that a person is willing to make for the success of his work. It is quantitative insofar as it is a matter of recording the degree of involvement in work according to the three (3) dimensions of involvement: affective, calculated and normative (Allen and Meyer, 1990; Neveu, 1993 (Asiras, 1994).

An individual is more involved when he or she responds favorably to the criteria that take into account the three (3) factors set out above (Allen, 2002). The intensity of staff involvement is therefore quantified using a metric scale. This allows you to assign points according to the different degrees revealed by the scale scores.

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The study sample was selected using the factorial design technique which is part of the quasi-experimental sampling methods. The advantage of this technique is that it allows to appreciate the isolated effect of a variable while maintaining the other constants. In principle, the factorial plan consists in crossing the modalities of an independent variable with those of the other in order to determine the experimental groups. Since each of the two independent variables in this study is dichotomous, we obtain four possible combinations giving four groups thus defined, presented in the table below:

Table I: Experimental groups

		Perception of work	
		favorable	Défavorable
Professional aspiration	Strong	G1=20	G2=20
	Low	G3=20	G4=20

The groups in the above table are thus characterized:

1. G 1: subjects of strong professional aspiration and favorable perception of work;
 2. G 2: subjects of strong professional aspiration and unfavorable perception of work;
 3. G 3: subjects of low occupational aspiration and favorable perception of work;
 4. G 4: subjects with poor occupational aspiration and unfavorable perception of work;
- Using the factorial design, we constructed a sample of 80 subjects divided into four subgroups with respect to the modalities of each independent variable. We were able to set up the following equivalent groups:
5. midwives with a strong occupational aspiration and those with a low occupational aspiration;
 6. midwives who have a favorable perception of work and those who have an unfavorable perception of work. The field survey is carried out by means of a questionnaire and a maintenance guide. The questionnaire is organized around four main axes:
 7. a change in personal characteristics (ages, seniority, etc.) to control the parasitic variables of the study;
 8. the occupational aspiration scale includes ten (10) items and each item is assigned two (2) response options: yes and no. It is a nominal scale.
 9. the labor perception scale includes twelve (12) items. Each of these items is allocated four response modalities. It's a Likert scale.
 10. Meyer and Allen and Smith (1993) translate the French-language implication to work by Durrieu and Roussel (2002). It consists of eighteen (18) items that determine the three (3) facets of work involvement, including six (6) items per Likert facet.

The investigation took place at the workplace. The questionnaire is administered on an individual basis. Each midwife receives a copy of the questionnaire which she immediately fills out and returns it to us immediately. The data collected were then analyzed and

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contingency tables developed. The application of the student's "T" statistical test to these data leads to significant facts that need to be examined.

RESULTS

Perception of work and involvement in work

In order to determine the origin of differences in work involvement between midwives with a favorable perception of work and those with an unfavorable perception of work, the student's "T" test is the chosen statistical technique. It is applied to the following Table II:

Table II: Distribution of implication scores by work perception

	Number of individuals	Sum	Average	Standard deviation	Variance	ddl	T of Student
Favorable perception of work	20	1247	62,35	5,49904298	30,2394737	38	7,56387
Unfavorable perception of work	20	1055	52,75	10,5574867	111,4605226		

At a 99% confidence interval, the study of the relationship between work perception and level of involvement yields a T calculate with a value of 7.56 greater than the theoretical one at all probability thresholds. There is therefore a significant difference between the averages of the two groups present. Similarly, examination of the mean scores of the level of involvement of the two groups shows a superiority of the average score for midwives with a favorable perception of work ($m = 62.35$) compared to their counterparts An unfavorable perception of labor ($m = 52.75$). This result confirms the operational hypothesis, that is, the more a midwife has a favorable perception of work, the more they are involved in the work. Referring to the theory of social representations, we can argue that the representation of labor or working conditions may explain the low level of involvement of certain agents. Indeed, if they see only difficulties, negative aspects in their work, they could manage with more difficulty the pressure exerted on them and respond effectively to the demands of their activities. This explanation may even be supported by a physiological law known to all. It states that when the organism is subjected to strong demands, it produces hormones to combat threats in order to regulate its functioning through the homeostasis process. When its capacity to adapt to the internal environment is exacerbated by external demand, the hormones produced by the organism to ensure its defense become a danger and inhibit its cells. This suggests the feeling of inadequacy, incompetence, lack of involvement.

There are also working conditions that favor conditions of indifference to work. A work environment that is too deleterious can hamper the pace of employee involvement because, according to Thévenet (2002), people cannot be involved as they can be changed ... only people can get involved. The only thing the company can do is to satisfy the necessary conditions of involvement.

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Par ailleurs, les sages-femmes qui développent un comportement déraisonné, voire délictueux, seraient des personnes qui seraient à la recherche effrénée du matériel ou seraient mécontentes de leur situation de travail. L'implication calculée se développe chez celles-ci parce qu'elles estiment qu'elles donnent plus qu'elles ne reçoivent comme rémunération. Cela nous fait penser à la théorie des attentes et à la théorie distributive d'Adam. En effet, les individus faisant une comparaison de leur situation avec celle de leurs homologues de la même corporation exerçant dans le privé avec une rémunération importante dans des conditions de travail plus commodes, pourraient se laisser gagner par le découragement qui constitue une source d'indifférence à l'égard de leur travail. Ce facteur permet de comprendre qu'un agent développe un comportement en fonction de la teneur de la perception du travail pour défendre son intégrité morale ou en guise de signe de fatigue ou de protestation. Ce sentiment d'impuissance pour certains et la volonté de réaction pour d'autres seraient l'élément déclencheur des comportements délictueux chez le personnel du CHU de Cocody.

Aspiration professionnelle et implication au travail

Pour apprécier l'effet de l'aspiration professionnelle sur l'implication au travail, nous avons appliqué le T de student sur le tableau III ci-dessous :

Tableau III : Répartition des scores d'implication selon l'aspiration professionnelle

	Number of individuals	Sum	Average	Standard deviation	Variance	ddl	T of Student
High occupational aspiration	20	1239	61,95	6,98475784	48,7868421	38	7,63124
Low occupational aspiration	20	987	49,35	7,09540251	50,3447368		

At the probability threshold .01, the calculated $T = 7.63$ is greater than the theoretical $= 2.62$. The difference is therefore significant between the two groups of people in terms of their level of involvement at work. Also, there is a difference between the averages of the two groups. Midwives with a high occupational aspiration had an average ($m = 61.95$) higher than their males ($m = 49.35$) with low occupational aspiration.

We can therefore conclude that the hypothesis that the higher the occupational aspiration, the stronger the involvement in work is confirmed.

Referring to Vroom's theory of expectations (1960), the high level of involvement at work is explained by the strong desire of midwives to have a promotion, to rise in rank. Moreover, this result can be explained by the fact that these midwives, given their expectations, are more engaged in their work. In our opinion, the involvement in work in this sector is essential for all those who work there. Medical and paramedical agents are subject to an ethics requiring them to become more involved in providing quality care to avoid the threat of layoffs and layoffs. As stated in the theory of expectations, the more expected a behavior is,

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the greater the desire to produce this behavior. The professional aspiration leading to involvement in a person's high work is explained by the fact that the work of the person is the fulfillment of his wishes. A high level of expectation induces the adoption of a certain number of behavior in this direction. This strong aspiration, whether within the organization, is at the root of high involvement. All the dimensions of physical, mental and social health are concerned, especially as the new work requirements (increased vigilance, hyper-solicitation of memory, intensification of activity) are responsible for the level of physical, involvement.

Another explanatory factor is that the high level of involvement is accompanied by a densification of work with sustained and demand-driven rhythms. This greatly alters the relationship at work. There is then a more affective, normative, reasoned or calculated implication. A high level of professional aspiration for everyone at the level of an organization or a service is an important source of involvement in the workplace. If work in a health center requires full involvement by all staff members, it is not always easy, effective, because it is highly dependent on everyone's aspiration.

DISCUSSION

The objective of this study is to highlight the effect of job perception and occupational aspiration on the involvement of Cocody Medical Staff in the workplace. The results show that the level of work involvement in midwives with a favorable perception of work is higher than that of those with an unfavorable perception of work. On the other hand, they indicate that midwives with a strong occupational aspiration are more involved in work than those with a low occupational aspiration.

On the basis of the theories of the representation of work, we can see that the perception that an individual has of a given object conditions his behavior with respect to this objet. And when this perception is positive, the individual adopts a favorable conduct towards the object concerned. The results of this study are in line with the conclusions of some studies already carried out. According to these studies, the perception of work greatly influences the course of personal activities. This is why the individual can judge the work important in relation to the image that he has of himself. Coedel (2006) has shown that involvement is created (or expressed) around a subjective space sometimes called "character", "feeling", "guts", which seems necessary for the realization of the work. This result is consistent with ours, which defines the involvement in work beforehand as an intrinsic characteristic of each individual. It is the perfect answer to all the requirements, conditions and constraints related to the execution of the task.

As for the second level of results, a study by Rocher (1981) on occupational aspiration and attitudes related to a given situation holds that the hope of reaching a higher level is related to concern, coercion, The fear of losing what one possesses and at the same time the advent of a new order, new conditions in which greater freedom will be realized. Aspiration goes further,

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it is inspired by need, from the state of deficiency to seek its satisfaction in a project for the future that will serve as a motive for action. It is therefore an effort invested by the actor to escape the constraints imposed on him by the social environment, constraints which he is not always aware of in order to realize his projects. According to the author, an individual with a strong aspiration would then be more likely to work than a person with a lack of professional aspiration. Rocher (op.cit.) Considers involvement in work as an indispensable condition for achieving the objectives.

The demands of today's society force individuals to ask their organization and their organization more than they can. Since maximum profit research is the leitmotiv of companies, the individual must learn to save and manage his or her state of health in order to be fully involved. Managing involvement in work is also, and above all, the responsibility of the organization, since involvement in work is generally interpreted in psychological approaches as an affective link between a worker and his or her organization (Thévenet, 2010).

At the end of this study, it seems appropriate to make a few recommendations to the actors of the healthcare sector in general and the State in particular. Public organizations must put in place motivational strategies that allow workers to identify with them. One such strategy would be, for example, to ensure that the needs of health professionals coincide with those of the company in which they work. From this perspective, a modern management characterized by an active listening of the workers could be useful.

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Conflict of Interest

The authors colorfully declare this paper to bear not conflict of interests

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