

Effectiveness of motivation on employee's performance in IT and Private Organization

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Abstract:- The study investigates the Effectiveness of motivation on employee's performance in IT and Private Organization. Leading IT and private organizations are selected from Karnataka, Chennai and Andhra Pradesh. There were number of issues in the IT and private organization that involved periodic voluntary retirement of employees, retention and production of employees, movement of staff to blue-chip companies, handling of employees of their thoughts, feelings and emotions to highest productivity. High productivity is the long term benefits of employee motivation. In order to achieve revenue growth and productivity the motivation is an asset to the organization.

Keywords:- Employee Satisfaction, Motivation, Performance, Productivity, Working environment, Recognition, Job Satisfaction.

1. INTRODUCTION.

1.1 Background of Study:

Business is quite challenging to execute all over the world. Internal and external operating factors are of big challenge to generate revenue growth in corporate environment. In order to manage the production in lucrative way – machine, material and men should be trained and managed in an attractive way. Human resource is the important factor for manpower management which calls for handling of thought, feelings and emotions. Great productivity is an encouraging factor for employee's motivation.

1.2 Research Problems:

Management has to guide the employees to more lucrative benefit by developing more improved workforce by extending improved operational and business performance. The research problem in question to be answered is to define the major factors that motivate employees in various IT and private companies.

1.3 Objective of the research study

Objective of this research study is to find out the factors that create and encourage motivational behavior among employees. By doing this will develop customer service satisfaction and efficient usage of time management.

1.4 Limitations of this research study.

- More time should be given for filling the questionnaire and also felt that small briefing of motivation system to be given to respondents before filling the questionnaire.
- The length of the questionnaire may be reduced – around 14 questions.
- Filled Questionnaire collection and analyzing is quite time consuming.

1.5 Definition of terms:

a. Motivation:

Motivation is the word derived from the word 'motive' which mean needs, desires, wants or drives within the person. It is the drive for the people to achieve the objective. The employees work objective and the psychological condition which will motivate the behavior can be

- Job fulfillment
- Achievement
- Coordination with team
- Money requirement
- respect

The enthusiasm should be created by employers with employee to do their work in the best of their abilities. In order to create interest in the work the leaders must involve their employees effectively to do their jobs. Three stages of motivation is as mentioned below:

- 1 A need
- 2 The need fulfilled with incentive
- 3 Successful meeting of goal

b. Employee satisfaction

Employer should keep their employees desire and needs satisfied. It is found in many cases employees satisfaction will give them motivation in their work environment. This satisfaction of the employee is a positive sign and growth in the organization.

c. Employee Performance.

A performance comprises an event and this act is different for different groups.

d. Employee productivity

Productivity is an effort produced by employees in their organization. The ratio of productivity is measured by organization and industry which converts labor, materials, and machines into services.

e. working environment

A healthy work environment is considered important factor to do a job comfortably. The healthy environment reduces stress, trouble free operations, it reduces the environment factors that

affect the survival, and in turn it leads to the development of the organization. Cleanliness is important in working environment.

2. LITERATURE REVIEW

2 Motivation

1. Payment
2. Promotion
3. Benefit
4. Recognition

What is employee Motivation?

Intrinsic enthusiasm creates employees motivation. This drives employee the work related activities.

Action taken by employee is driven by motivation. Motivation of the employee creates intellectual, social and emotional factors. The motivation is a intrinsic force and also combined by external factors.

A person is motivated by his activities, people and goals. The management can create enthusiasm of an employee using intrinsic satisfaction and extrinsic factors for the organization. To create motivation three important factors can be considered namely find out employee need and satisfy, work expectation, and congenial work environment. These variables make the employee work more efficiently. By using Employee their vision and mission, they often forget to give importance to motivation.

Employer lack sufficient skill and knowledge, even though they are aware of motivation and they fail to create required work environment to support employee motivation.

Following are the factors to encourage motivation.

- Employees are given sufficient role to understand management and leadership actions.
- Trust in employee's strength
- Employee's needs are addressed
- Tech employees are made to evaluate their success
- Training in Clear communication is important to employees.
- Providing Respect to all the employees.
- Proper feedback given to employees by management
- Employees are given clear understanding of reward system
- Employees performance are discuss
- Proper communication channel in the office
- Avoid distracting employees

2.2. Importance of motivation

The organizational efficiency is mainly due to motivation. The motivational peoples are required to use this effectively; if it is not used then organization will go waste.

The superiors in the organization must guide the subordinates for right type of behavior. The human behavior in the organization is mainly due to motivation. The retention of the employee in the organization, motivation is the important tool. The workers interest increases more due to motivation. These interns make the workers to work more. This will increase the effectiveness of the organization.

- Resources are properly utilized
- Labor unrest reduced;

- Production and productivity increases:
- The cooperation of the employees are reflected:
- Image of the organization is increases

Human resource manager plays important role and informing the general manager about employee's satisfaction with the job. Service manager must train the motivated employee's morale of their works. The unsatisfied and unhappy of the employee will deliver poor performance. The workplace dissatisfaction will also lead to employee's poor performance.

The effect of motivation on employee productivity

Motivated employees are more active than non-motivated employees. Many business houses take extra activities to motivate workers with lot of difficulties and implementation problems. These businesses are having different type of workers with different dislikes and needs. Hence, the motivation process requires different things.

1. Motivated employees are more productive.

The work of motivated employees is productive, when employees are happy and satisfied. They will motivate the other employees in the office to be more productive.

2. Decision-making and practical expectations.

Employees should be involved in decision making activities, but their expectation is to be monitored realistic.

3. Job description, work environment and flexibility

The employee develops his skill and personality and concentrate more on the job will help his motivation. The work environment also helps employee's motivation. To create happier motivated employees, the human resource management may implement the policies of flexible time, work from home, child care etc.

4. Pay and benefits

It is easy to create more motivated employees by encouraging with good benefits. The human resource management must study and give larger salaries for best workers and frequent raise in the salary based on performance will motivate the worker to work more for the organization.

5. Company culture

The important motivation tool is to create friendly company culture.

3. RESEARCH METHODOLOGY

3.1. Research design

In this research lot of research material is taken. The collection of data is by questionnaire method

The study was conducted from different places like Mysore, Chennai and Bangalore by sending questionnaire by e-mail and also collected personally. The material was distributed to workers, working in various levels in the company.

3.2. Instruments used

The survey method used is called primary data method and the information is collected by mail and analyzed.

3.3. Scale validity and reliability

The scales used to measure the variables in the questionnaire are numerical scale.

3.4 Data collection procedure

Survey is done using Internet facility which is often used technology for data collection and effective method. This method is very useful in receiving the feedback from respondents fast and saves time.

4. DATA COLLECTION AND ANALYSIS

4.1 Introduction

The questionnaire was distributed through internet to randomly selected employees in various locations like Chennai, Mysore, Bangalore and working in various departments in the organization.

4.2 Data Analysis

These questionnaires were collected and analyzed and presented as the research findings under data analysis.

1. How many years you have worked with the present organization

Description	No of Years	Percentage
Less than 1 year	15	(18.75%)
1-3 years	25	(31.25%)
3-5 Years	12	(15.00%)
5-10 Years	28	(35.00%)
Total	80	100%

The result shows that the highest number of 28, (35%) respondents are working between 5-10 years and the next highest is 25 respondents, (31.25%) working between 1-3 years and (15%) respondents are with shorter period of less than 1 year, the respondents of 12 were working with (15%) with 3-5 years.

2. In which department you are working in?

Description	No of Years	Percentage
Finance dept	16	(20%)
HR mgmt	14	(17.5%)
Manufacturing	20	(25%)
R&D Dept	10	(12.5%)
Marketing officers	20	(25%)
Total	80	100%

The highest number of respondents of marketing officers 20(25%), Finance Dept came next 16 respondents (20%), HR mgt with 14 respondents (17.5%). R&D Dept 10 (12.5%)

3. What is your job responsibility?

Operations workers	33	41.25%
Supervisor	13	16.25%
Works Manager	15	18.75%
Senior managers	5	6.25%
Others	14	17.5%
Total	80	100%

This study is to find the nature of jobs of respondents. The research showed that the highest number 33 respondents (41.25%) were engaged in operations workers related job responsibilities and this closely followed by 13 respondents (16.25%). These were followed by works manager which is 15 (18.75%) and senior manager that 5 (6.25%). Others have shown that it is 14 respondents and (17.5%).

4 How much satisfied you are from the present organization?

Very much satisfied	16	20%
Satisfied	32	40%
Neutral	27	33.75%
Dissatisfied	4	5%
Very dissatisfied	1	1.25%
Total	80	100

The research was directed to find how satisfied the respondents are with their present organization and results shows that that very much satisfied 16 (20%), satisfied 32 (40%) neutral 27 (33.75%), dissatisfied 4 (5%), very satisfied 1 (1.25%)

5. About your supervisor /Manager

Questionnaire was distributed to know what kind of perceptions the employees about their supervisor and manager.

Perceptions strongly	Agree	Somewhat agree	Neutral	Disagree
Supervisor good rapo with employees	30	24	26	
Supervisor understanding				
About my work	27	25	18	10
Supervisor is fair	32	23	23	2
Supervisor encourage personal				
Development	21	27	23	9
Supervisor has down to earth				
Expectation about my work	30	26	20	4

Supervisor good rapo with employees :

Agreeing 54(67.5%)

Neutral 26(32.5%)

Supervisor understanding about employee's work:

Agreeing 52(65%)

Neutral 18(22.5%)

Disagree 10(12.5%)

Supervisor being fair to employee's :

Positive agreement 55(68.75%)

Neutral 23(28.75%)

Disagreed 2(2.5%)

Supervisor encourages personal development:

Agreeing 48(60%)

Neutral 23(28.75%)

Disagreed	9(11.25%)
Supervisor output expectation of employee's :	
Agreeing	56(70%)
Neutral	20(25%)
Disagreed	4(5%)

6. Employee satisfaction with management ?

Perception	Very good	Good	Neutral	Bad	Total
Relationship with your boss	24	36	18	2	80
Manager mgmt abilities	31	26	22	1	80
Communication with G.M	21	33	25	1	80
Management appreciation about me	37	18	22	3	80
Support by mgmt in Career development and growth	34	19	22	5	80

The survey was conducted to find out whether the employees are satisfied with management.

Relationship you are with senior management

Very good	: 24(30%)
Good	: 36(45%)
Natural	: 18(22.5%)
Boss management abilities	
Very good	: 31 (38.75%)
Good	: 26 (32.5%)
Natural	: 22 (27.5%)
Bad	: 1(1.25%)

Communication with G.M

Very good	: 21(26.25%)
Good	: 33(41.25%)
Natural	: 25(31.25%)
Bad	: 1(1.25%)

Management appreciation

Very good	: 37(46.25%)
Good	: 18(22.5%)
Natural	: 22(27.5%)
Bad	: 3(3.75%)

Support by management in career and growth

Very good	: 34(42.5%)
Good	: 19(23.75%)
Natural	: 22(27.5%)
Bad	: 5(6.25%)

7. The responses given by management for the suggestions proposed by you and satisfaction level

Very much satisfied	33	41.25
Satisfied	29	36.25
Neutral	13	16.25
Dissatisfied	4	5
Very dissatisfied	1	1.25

Satisfaction registered by employee with 62 respondents (77.50%)which is higher than employees expressing neutral with 13 respondents (16.25%) and I respondents (1.25%) were very dissatisfied employees and 4 respondents dissatisfied employees. The result shows a good indication that highest numbers of employees are having very much satisfaction level.

8. Rate your job satisfaction

Perception	Satisfactory	V.satisfactory	Unsatisfactory	v.unsatisfactory
How my hard work recognized	40	31	6	3
Encouragement for development opportunities	33	24	18	5
my pay structure is as per standard in the industry	25	26	18	11
performance appraisal feedback	31	24	20	5

Job satisfaction in terms of hard work 71 respondents (88.75%) were satisfied as against 9 respondents (11.25%) who were not presently satisfied with their work

9. Rate the satisfaction level of training given by mgmt

Satisfaction level of training given by management in the dev of job completion , the response indicates as below. In respect of Training during probation period receive 59 respondents (73.75%) projected as satisfied while 21 respondents (26.25%) projected dissatisfaction. As regard the training required to complete task, 58 respondents (72.5%) expressed while 22 respondents (27.5%) expressed

Perception	Satisfactory	Very satisfactory	Unsatisfactory	v.un Satisfactory
Training during probation period	36	23	14	7
Level of skill training required to complete	30	28	13	9

the job task				
Self dev skill training	37	18	18	7
Career dev support	25	36	15	4

10 Team members job knowledge

Perception	Strongly	Agree some what	Neutral	disagree
Team members skills relevent to completion of job/work	38	25	15	2

Study is to analyze the team member's knowledge and skill for successful completion of job. The study reflected that 63 employees agreed positively and also 2 employees who disagreed in performing given task. 15 respondents were neutral and either agreed or disagreed to the study.

11. Skill development of employee

Perception	Strongly	Agree	Neutral	Disagree
Support to increase and better my skills	26	20	28	6
Supervisor Support to employees growth	27	29	18	6
Management efforts to get training on underperformers	24	19	20	17

Information on whether the workforce is given opportunity to improve their job skill results obtained indicated 46 employees (57.5%) were satisfied with agreement and against this a low number of 6 respondents (7.5%) disagreed to the issue and 28 respondents were unable to confirm their opinion either positively or negatively.

12. Employee development

To the inquiry whether the supervisor/team leader offer valuable information on how increase productivity. Results obtained indicated that 61 respondents (76.25%) were in strong / somewhat agreement compared to 6 (7.5%) respondents who disagreed management supervisor and team leader offer great desired level of support. 13 respondents (16.25%) were unable to voice their convictions either positively or negatively

Perception	Strongly	Agree	neutral	disagree
Supervisor/team	32	29	13	6

leader in my work support dev				
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13 Use of right employee talent

Perception	Strongly	Agree	neutral	Disagree
Organization uses my talent in the workplace	36	23	17	4

To the inquiry whether the organization is making use of employee talent an overwhelming 59 respondents (73.75%) expressed in positive agreement while only 4 respondents (5%) expressed their disagreement implying the employee has various other talents but the management is not allowing him or her to initiate.

14 Your performance expectation understanding & performance appraisal

Perception	Strongly	Agree partly	Agree	Neutral	Disagree
In my performance appraisal what I had to do to be rated good at all level	27	26	15	6	6

5. CONCLUSION

5.1 Summary

Relationship with senior management has shown as Good by 36 respondents (45%) but as noticed only 2 respondents who voiced their Bad relationship. This survey shows that senior management has good relationship with team members and all issues are **escalated to management by** team leaders which helped employees to show good progress and relationship. Noticed that 26 respondents 32.5% has good relationship with boss, It shows that employees has faith with management and their decisions.

Communication with G.M has shown well with 54 respondents (67.5%) and we are noticing in the survey only 1 respondent (1.25%) who registered bad in communication. Hence, the communication between employees and General Manager/Senior management is quite noticeable.

The appreciation from management as registered 55 respondents (68.75%) which is a good sign. This has helped employees put more effort in their project and is accepted by company. Career development appreciation, support by management is shown as good in the survey with 53 respondents (62.25%).

6. Conclusion

The survey and analysis shows that the effectiveness of motivation of employees has impact on growth and

production. The motivation has helped for the employee to show his hard work in establishing and successfully completing his duties and responsibilities. The organization is benefited of the motivated employees performance and productivity of the company. The result of the motivation will energize the employee to do his best and also in turn organization will keep the faithfulness of the employee. The employee will trust the boss, supervisor and the organization. Also, the employee will trust his/her organization, supervisor and top management. Well developed organization must concentrate in order to grow further, the company should take care of their employees. In the free market economy under today's globalization only organizations which follow high-performance paying attention on their employees can live and grow quickly and securely.

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