Using Motivation to Improve Performance

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February 11, 2017

Outline: Improving the Involvement of Employees

1. Good Reward program: Give both monetary and not - monetary incentives
2. Recognize employee of the month or year
3. Pay them their salaries and wages on time
4. Give gifts to those that meet their targets
5. Give them time to socialize occasionally so they build on their teamwork
6. Employee Appreciation Day/Prize giving day
7. Team building
8. Ice cream social day / Dinner
9. Annual General Meeting
10. Foster a work-life balance that is efficient
11. Make use of technology for communication
12. Give them a flexible work schedule
13. Offer services like day care for parents
14. Quality and not quantity work time
15. Make available professional and personal development opportunities
    1. Offer cross training services
    2. Sharing of jobs
    3. Pay for conferences that relate to the function of the job
    4. Employ a bonus plan to reward the employees
    5. Pay for their further studies to advance their skills on the job

Good Reward Program

A good recognition and reward program is imperative if any organization is to succeed in terms of achieving their human resource goals and objectives efficiently and effectively (Armstrong & Taylor, 2014). Combining these monetary rewards with other reward strategies like appreciation and commendation of the performance and achievements of employees (non-financial recognition) have proven to work better than monetary rewards alone. Some of the ways in which employees can be appreciated as mentioned in the outline are paying them their salaries and wages in good time, occasionally recognizing the employees that work hard during the year or a certain period, and lastly gifting all the employees that work hard to meet their targets (Armstrong & Taylor, 2014).

In a study by Roberts, (2005) on the relationship between rewards, recognition, and motivation at an insurance company in the Western Cape, it was established that there is a significant difference between these variables. This means that reward, recognition, and motivation of employees are highly related and a change in one of these variables has a significant effect on the other variables. All these leads to a higher rate of employee satisfaction and consequently involvement.

In another study by Nelson (1995) of the potential incentives that organizations can apply to their reward and recognition systems, it was established that the top five potential incentives that were ranked by employees in terms of which one motivated them the most were those that came from their bosses. These incentives were those that did not require any money at all. Some of the incentive types categorized in this study were being recognized publicly by the boss for exceptional performance, holding meetings by senior management to celebrate employees’ good performance, congratulating those employees that do a good job among other non-financial rewards.

The two studies above clearly indicate that employees need more than monetary rewards to get and remain motivated. Management should work on training their managers in the best way possible so that they embrace a culture of always commending the employees for work well done as this goes a long way in ensuring that the employees are retained. A lower employee turnover rate is a good measure of the motivation of the employees. By so doing, the intrinsic motivation of the employees will be triggered in such a way to positively impact their attitude towards their jobs. The results of this program will be seen in the performance of the organization as a whole (Armstrong & Taylor, 2014).

Professional and Personal Development Opportunities

This is the second aspect of employee motivation that organizations should embrace to increase their employee involvement. As earlier established by previous studies, it is guaranteed that organizations will be headed for a more cohesive work environment that will boost the performance of individual employees if management is to focus on the development of their employees both personally and professionally (Armstrong & Taylor, 2014).

Some of the opportunities include taking the employees on workshops and conferences that will ensure that their job skills are not only advanced but also sharpened to fit the dynamic workplace. If they feel that their career growth is a concern to the management, they are most likely motivated and end up sticking to the organization for long. Another aspect of ensuring employee development is cross training and job sharing (Armstrong & Taylor, 2014). These practices make the employees acquire multiple skills to better understand the workplace functions and there can also be continuity in case of emergencies. This makes the employees feel multifaceted and therefore valuable to the organization. Intrinsically, they are motivated to work harder and even better to make the organization perform better (Armstrong & Taylor, 2014).

Lastly, management should ensure that all the efforts that are put in the organization are recognized and rewarded. This is by giving bonuses to those that perform well beyond their targets. This challenges even the other employees to work harder in order to get the bonuses. To make these bonuses effective, they have to be immediate (Armstrong & Taylor, 2014). Most organizations do not realize the effects of delayed gratification as it does not have the same effect as that which is done on the spot.

Fostering an efficient Work-Life Balance

A work schedule that is flexible should be instituted so that employees are allowed to work during hours that best suit their family situation and lifestyle. This can be done by management realizing the importance of quality and not quantity. An employee may be in the office for 6 hours and do nothing. Options for flexible working should be offered such as flex time. Employee motivation can be improved because individuals are able to work during the times they are most effective (Armstrong & Taylor, 2014). It does not necessarily have to be 9 to 5. Another aspect of flexibility is making use of telecommunications. Employees could be allowed to work from anywhere they are in case of any deadlines they have to meet (Armstrong & Taylor, 2014). Using the latest technology plays an important role in ensuring flexibility in the workplace which consequently boosts the motivation of employees to work.

Since most of the employees are parents, those with little children could be provided services like day care. It is sometimes cumbersome to handle a small child while at the same time trying to get to work and meet a deadline. If management of an organization could identify this gap and fill it by starting a daycare specifically to serve the children of employees, it acts as a relief to the employees and so they are in a better position to work without many interruptions. This is also a motivating factor as it gives the employees peace of mind so they give their best to the organization (Armstrong & Taylor, 2014).

In summary, employee motivation is all about how effective the leadership or management of an organization is. Management has to realize that employees are human beings with needs and should, therefore, be treated as such for the goals and objectives of the organization to be attained. Employees will feel valued and appreciated in the workplace, a factor that will directly translate to their performance in their various capacities. It is common knowledge that a reward and recognition program is an imperative tool for motivating and consequently retaining the employees. It is used by most organizations that have reported a very low employee turnover rate over the years.

References

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