

A Study on Employee Motivation and Practices at RG Servicez- Coimbatore

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ABSTRACT

This study delves into the intricate relationship between employee motivation and organizational practices, aiming to elucidate the factors that drive employee engagement and performance within various work environments. Through a comprehensive literature review and empirical analysis, this research investigates the impact of intrinsic and extrinsic motivators, leadership styles, recognition programs, and organizational culture on employee motivation. Furthermore, the study explores best practices and strategies employed by successful organizations to foster a motivated workforce, ultimately offering insights and recommendations for enhancing employee motivation and productivity in contemporary workplaces.

KEYWORDS

Employee motivation, Employee engagement

INTRODUCTION

A study on “Employee Motivation” at RG SERVICEZ, The RG SERVICEZ is a Quality web hosting provider since 2002. Since then, incorporated, profitable company which now owns a number of successful web hosting and website services.

Employee Motivation is the thus the level of commitment and involvement an employee has towards their organization and its values. An engaged employee is aware of business context, and works with colleagues to improve performance within the job for the benefit of the organization. The organization must work to develop and nurture. Motivation, which requires a two-way relationship between employer and employee. Thus Employee Motivation is a barometer that determines the association of a person with the organization.

HR practitioners believe that the Motivation challenge has a lot to do with how employee feels about the about work experience and how he or she is treated in the organization. It has a lot to do with emotions which are fundamentally related to drive bottom line success in a company. There will always be people who never give their best efforts no matter how hard HR and line managers try to engage them. “But for the most part employees want to commit to companies because doing so satisfies a powerful and a basic need in connect with and contribute to something significant”.

OBJECTIVES OF THE STUDY

1. To study the RG SERVICEZ employee motivation
2. To study the Employee relationship about RG SERVICEZ
3. To study the Motivation techniques utilized to stimulate employee growth.
4. To Study the Employee engagement.

5. To Study the stress about RG SERVICEZ

SCOPE OF THE STUDY

1. Recognition and rewards programs aimed at acknowledging and appreciating employees' contributions and achievements.
2. Opportunities for growth and development through training, mentorship, and career advancement programs.
3. Clear communication channels for transparently sharing organizational goals, expectations, and feedback.
4. Work-life balance initiatives, including flexible work arrangements, wellness programs, and supportive policies.
5. Empowerment and autonomy granted to employees, allowing them to make decisions, take ownership of tasks, and contribute meaningfully to the organization.

NEED FOR THE STUDY

1. Providing avenues for skill development, training programs, and career advancement opportunities demonstrates a commitment to employees' professional development, increasing their motivation to excel.
2. Transparent communication about organizational goals, expectations, and feedback fosters trust and empowers employees to understand their role in achieving objectives.
3. Offering flexible work arrangements, time-off policies, and wellness programs promotes a healthy balance between work and personal life, enhancing overall job satisfaction and motivation.
4. Allowing employees to make decisions, take ownership of projects, and have a say in how work is done fosters a sense of empowerment and increases intrinsic motivation.
5. : Encouraging collaboration, fostering a sense of camaraderie, and celebrating team successes fosters a supportive work culture and enhances motivation.

REVIEW OF LITERATURE

lison Gill- Employee Motivation in a change environment 2017

Gill maintains that change is inevitable for both people and organizations alike and that managing change is a core skill. Lasting and successful organization change is best achieved through engagement in behavioral change. Occasionally with change, “cognitive dissonance” can occur. This is where the message communicated is contrary to the evidence of what is seen to happen for real. This can lead to the organization struggling to engage its employees. Gill articulated how using Crelos’s ‘the precision business psychology approach’ five-stage model of changing behavior can help to effectively manage change

Towers Watson Fairhurst& O’ Connor -2018

Fairhurst and O’Connor make a direct link between employee well-being and employee engagement. Towers Watson define employee well-being as three connected features of an individual’s ‘work life’.

Maslachetal ‘2019

Expanding the construct of burnout: Job Engagement Maslach further researched the issue of burnout in this research paper and concluded that better matches in the above areas should result in job engagement. Her study has shown that burnout relates to job demands and engagement is related to job resources. (Maslach ‘03) Concentrating on the positive antithesis of burnout – employee engagement, contributes to our understanding of employee’s well-being.

Maslach, Schaufeli and Leiter ‘-2019

This concept of concentrating on “strengths-based psychology” was at the heart of Dr Donald O. Clifton’s studies that ran parallel to Dr George Gallup’s early work on employee engagement. (Harter etal ‘09) Maslach et al developed some ideas about how to deal with job burnout adding that some organizations focus on treatment and some on prevention. They argue that burnout must be tackled from three sides – the individual the organization and the positive antithesis to burnout, engagement. In respect to changing the individual, their ability to cope can be enhanced through educational sessions but bearing in mind that applying the information acquired in the workplace can be difficult. With changing

the organization, focus on the work environment and how the individual fits is critical. Concentrating on building engagement helps the organization form a closer merger with the company's mission and strategy.

Christina Maslach Job Burnout: New directions in research and intervention -2019

This research by Maslach again underpins the importance of focusing on the positive opposite of burnout- building engagement when choosing interventions to reduce or prevent job burnout. And supporting the above ways to tackle burnout, the study on the solution to burnout in this article centers on: the positive focus on job engagement, the six areas of work life, and a model of job-person fit. (effectiveness still not evaluated)

Gallup-2017

Gallup maintains that many of the decisions and actions that an employee undertakes is down to their own intrinsic motivation but he also argues that their environment and how they are treated can also influence their actions positively or negatively. Employee actions then have an impact on organizational performance. (Harter et al 09)

Eileen Wubbe 'The Morale Stimulus Plan -2018

Wubbe outlines how employees are a company's biggest asset. Employers are creating new ways to keep morale and motivation on the upswing. Wubbe outlines how employees feel that the work they do, for example a project they worked on, can remain unrecognised and they are often unaware as to how extra work they undertake affects the company.

RESEARCH DESIGN

The research design is the conceptual structure within research is conducted it constitutes the blueprint for the collection measurement and analysis of data. In the research survey conducted, the research design adopted is "DESCRIPTIVE RESEARCH DESIGN"

SOURCES OF DATA

- **PRIMARY DATA** – Questionnaire Given To 150 Respondents
- **SECONDARY DATA** – Websites, Published reports & review of literature from published articles

HYPOTHESIS

HYPOTHESIS – 1

Null Hypothesis (Ho): There is no significant relation between the age and job satisfaction

Alternative Hypothesis (H1): There is a significant relation between the age and jobsatisfaction

HYPOTHESIS – 2

Null Hypothesis (Ho): There is no significant relation between the Experience and opportunities

Alternative Hypothesis (H1): There is a significant relation between the Experience and opportunities

PERCENTAGE ANALYSIS

PARTICULARS					
Age	20-25	26-30	31-35	36 - 40	Above 40
	48%	18%	24%	6%	4%
JOB SATISFACTION	HIGHLY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	HIGHLY DISSATISFIED
	45%	21%	7%	17%	10%
Years of Experience	0 - 5 years	6 – 10 years	10 – 15 years	16 – 20 years	More than 20 years
	47%	12%	13%	20%	8%
Impact of safety education campaigns	Almost Always True	Mostly True	Sometime True	Rarely True	Not at All True
	25%	20%	35%	13%	7%

INTERPRETATION

- Table it is interpreted that the number of respondents were 48% are 20-25, 18% are 26 – 30, 24% are 31 – 35, 6% are 36 – 40, 4% are Above 40.
- Table it is interpreted that the number of respondents were 45% are highly Satisfied, 21% are Satisfied, 7% are neutral, 17% are Dissatisfied, 10% are highly Dissatisfied.
- Table it is interpreted that the number of respondents were 47% have 0 – 5 years of experience, 12% have 6 – 10 years of experience, 13% have 10 – 15 years of experience, 20% have 16 – 20 years of experience, 8% have More than 20 years of experience.
- Table it is interpreted that the number of respondents were 25% are Almost Always True, 20% are Mostly True, 35% are Sometime True, 13% are Rarely True, 7% are Not at All True.

INFERENCE

- Majority 48% of the respondents are in the age category 20 – 25.
- Majority 45% of the respondents are Highly Satisfied with Job Satisfaction.
- Majority 47% of the respondents have 0 – 5 years of experience.
- Majority 45% of the respondents are Sometime True with Impact of safety education campaigns.

CROSS TABULATION FOR AGE Vs JOB SATISFACTION

<div> <div>JOB SATISFACTION</div> <div>AGE</div> </div>	HIGHLY SATISFIED	SATISFIED	NEITHER SATISFIED	DIS SATISFIED	HIGHLY DIS SATISFIED	Row Total
20-25 years	10	2	7	2	1	22
26-30	20	13	2	3	2	40
31-35	14	5	12	2	2	35
36-40	14	9	2	2	1	28
Above 40 years	12	6	2	3	2	25
Column Total	70	35	25	12	8	150

Chi-square Test Formula:

$$\chi^2 = \sum (O_i - E_i)^2 / E_i$$

O_i = Observed Frequency

E_i = Expected Frequency

Chi-square Table:

O_i	E_i	$O_i - E_i$	$(O_i - E_i)^2$	$(O_i - E_i)^2 / E_i$
10	10.27	-0.27	0.0729	0.0070
2	5.14	-3.14	9.8596	1.9182
7	3.67	3.34	11.1556	3.0396
2	1.76	0.24	0.0576	0.0327
1	1.174	-0.174	0.0302	0.0257
20	18.67	1.33	1.7689	0.0947
13	9.34	3.66	13.3956	1.4342
2	6.67	-4.67	21.8089	3.2697
3	3.2	-0.2	0.04	0.0125
2	2.14	-0.14	0.0196	0.0091

14	16.34	-2.34	5.4756	0.3351
5	8.17	-3.17	10.0489	1.2299
12	5.84	6.16	37.9456	6.4975
2	2.8	-0.8	0.64	0.2285
2	1.87	0.13	0.0169	0.0090
14	13.07	0.93	0.8649	0.0661
9	6.54	2.46	6.0516	0.9253
2	4.67	-2.67	7.1289	1.5265

Degree of
freedom
= (r-1) (c-
1)
= (5-1)
(5-1)
= (16)

2	2.24	-0.24	0.0576	0.0257
1	1.494	-0.494	0.2440	0.1633
12	11.67	0.33	0.1089	0.0093
6	5.84	0.16	0.0256	0.0043
2	4.17	-2.17	4.7089	1.1292
3	2	1	1	0.5
2	1.34	0.66	0.4350	0.3246
			TOTAL	22.8177

Interpretation:

Tabulated value of chi square at 5% level of significance and 16 degree freedom is 26.296 and the calculated value is 22.8177

Calculated value < table value.

Hence H₀ is accepted and H₁ is rejected.

Conclusion:

There is a significant relation between the age and educational qualification.

CROSS TABULATION FOR EXPERIENCE Vs OPPROTUNITIES

EXPERIENCE OPPROTUNITIES	0-5 years	6-10 years	10-15 years	16-20 years	More then 20 years	Row Total
Almost always true	12	3	2	19	2	38
Mostly true	15	4	3	2	6	30
Some time true	30	4	11	6	1	52
Rarely true	10	6	2	1	1	20
Not at all true	3	1	2	2	2	10
Column Total	70	18	20	30	12	150

Chi-square Test Formula:

$$\chi^2 = \sum (O_i - E_i)^2 / E_i^2$$

O_i=Observed Frequency

E_i=Expected Frequency

Chi-square Table:

OI	EI	OI-EI	OI-EI ²	OL-EI ² /EI
12	17.73333	-5.73333	32.87111	1.853634
3	4.56	-1.56	2.4336	0.533684
2	5.066667	-3.06667	9.404444	1.85614
19	7.6	11.4	129.96	17.1
2	3.04	-1.04	1.0816	0.355789
15	14	1	1	0.071429
4	3.6	0.4	0.16	0.044444

3	4	-1	1	0.25
2	6	-4	16	2.666667
6	2.4	3.6	12.96	5.4
30	24.26667	5.733333	32.87111	1.354579
4	6.24	-2.24	5.0176	0.804103
11	6.933333	4.066667	16.53778	2.385256
6	10.4	-4.4	19.36	1.861538
1	4.16	-3.16	9.9856	2.400385
10	9.333333	0.666667	0.444444	0.047619
6	2.4	3.6	12.96	5.4
2	2.666667	-0.66667	0.444444	0.166667
1	4	-3	9	2.25
1	1.6	-0.6	0.36	0.225
3	4.666667	-1.66667	2.777778	0.595238
1	1.2	-0.2	0.04	0.033333
2	1.333333	0.666667	0.444444	0.333333
2	2	0	0	0
2	0.8	1.2	1.44	1.8
			TOTAL	49.78884

Degree of freedom = (r-1) (c-1)

= (5-1) (5-1)

= (16)

Interpretation:

Tabulated value of chi square at 5% level of significance and 16 degree freedom is 26.296 and the calculated value is 49.78884

Calculated value > table value.

Hence H_1 is accepted and H_0 is rejected.

Conclusion:

There is significant relation between the Experience and opportunities.

FINDINGS

- 27 percent of the respondents belonged to the range of 36-40 years and 23 percent of the respondents belonged to the range of 31-35.
- percent of the respondents belonged to the range of Single and 47 percent of the respondents belonged to the range of Married.
- 47 percent of the respondents between to the range of UG/PG holders and 23 percent of the respondents are between to the range of DIPLOMO.
- 47 percent of the respondents between to the range of 0-5 years and 20 percent of the respondents are between to the range of 10-15 years.
- 41 percent of the respondents between to the range of above 10000 and 39 percent of the respondents are between to the range of 5001-10000.
- 35 percent of the respondents between to the range of Sometime true and 25 percent of the respondents are between to the range of Always almost true.
- 33 percent of the respondents between to the range of Highly Dissatisfied and 25 percent of the respondents are between to the range of Dissatisfied.
- 25.33 percent of the respondents between to the range of Neither satisfied nor dissatisfied and 24 percent of the respondents are between to the range of Highly Dissatisfied.
- 32 percent of the respondents between to the range of Dissatisfied and 21 percent of the respondents are between to the range of Highly Dissatisfied.
- 32 percent of the respondents between to the range of Agree and 28 percent of the respondents are between to the range of High Agree.
- 45 percent of the respondents between to the range of frequently and 28 percent of the respondents are between to the range of occasionally.
- 30 percent of the respondents between to the range of Mostly and 25 percent of the respondents are between to the range of Always.
- 37 percent of the respondents between to the range of Highly Satisfied and 23 percent of the respondents are between to the range of Satisfied.
- 45 percent of the respondents between to the range of Highly Agree and 28 percent of the respondents are between to the range of Agree.
- 45 percent of the respondents between to the range of Highly Agree and 21 percent of the respondents are between to the range of Agree.
- 60 percent of the respondents between to the range of Highly Satisfied and 27 percent of the respondents are between to the range of Satisfied.
- 33 percent of the respondents between to the range of Dissatisfied and 27 percent of the respondents are between to the range of Highly Satisfied.
- 60 percent of the respondents are between to the range of YES and 40 percent of the respondents are between to the range of NO.
- 32 percent of the respondents between to the range of Highly Satisfied and 23 percent of the respondents are between to the range of Dissatisfied
- 45 percent of the respondents between to the range of highly satisfied and 10 percent of the respondents of the highly dissatisfied

SUGGESTIONS

- Employees should be given more opportunity to express themselves in the decision making process with management.
- More the fare facilities should be provided in order to improve the working condition of the employees.
- The employees should be given opportunity to attend seminars and training programs to improve their performance.
- Good administration setup can give better employee participation.
- Medical, Housing and educational facilities can be increased to motivate the employees.
- Reward system should be open and should be communicated to employees about the process of rewarding.
- As the loans being granted to the employees are limited, the amount of loans may be increased so as to meet their needs.
- Workers suggestions and feedback must be considered.

CONCLUSION

This report emphasizes the importance of increasing and sustaining employee engagement. This is of paramount importance in a company undergoing organisational change. The author carried out a review of the main literature around the subject and summarized the key themes and models from the main theorists in conjunction with supporting research. The research methodology for answering the 63 research questions including the procedure, background and design was outlined. From analysing and discussing the results, a number of recommendations were made in relation to improvement of Employee Motivation in company x. The author believes that focusing on having an engaged workforce in any organisation especially in times of change, leads to having a motivated, productive, creative, innovative, happy and committed workforce which leads to increased organisational performance and competitive advantage in a highly competitive industry. This report has outlined the many benefits that Employee Motivation brings for the employer and the employee. These benefits can be achieved through effective leadership and organisational culture, having employee participation and excellent work/role fit along with regular measurement of Employee Motivation levels. Many aspects of Employee Motivation in company x scored highly particularly in the areas of resources, expectations, perceptions of co-workers and having someone who cares about you at work.