

An Analysis of Employee Motivation and Its Impact on Job Performance at Health Care Service

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ABSTRACT

Employee motivation plays a crucial role in determining job performance at Health care service company focused on healthcare process management. This study examines the key factors influencing employee motivation, such as incentives, work environment, leadership, and career growth opportunities. It explores how motivated employees demonstrate higher productivity, job satisfaction, and commitment to organizational goals. The findings suggest that enhancing motivation through effective HR policies can significantly improve performance and overall business success. Recommendations include adopting employee-centric strategies to foster engagement and drive operational excellence.

KEYWORDS: Employee motivation, Incentives, Insurance claim, Job performance and Leadership

1.1 INTRODUCTION

Employee motivation is crucial for job performance, especially in managing US client interactions for insurance at Health care service, a leading healthcare organization. The high-stress nature of the healthcare sector makes sustaining motivation challenging, yet essential for delivering quality patient claim management. This study explores the relationship between motivation and job performance, analyzing intrinsic and extrinsic motivators, leadership influence, and organizational culture. Key strategies for enhancing motivation include recognition programs, career development, and employee well-being initiatives. By fostering a motivated workforce, Health care service can improve job satisfaction, reduce turnover, and enhance patient outcomes, ultimately ensuring organizational success.

1.2 STATEMENT OF THE PROBLEM

The healthcare sector is characterized by high stress levels, long working hours, and limited resources, making it challenging to motivate employees. Specifically, Health care service, a leading healthcare organization, faces challenges in motivating its employees, leading to decreased job satisfaction, absenteeism, and turnover. This study aims to investigate the relationship between employee motivation and job performance at Health care service, exploring the motivational factors that influence employee behavior and their impact on client dealings, and patient satisfaction.

1.3 OBJECTIVES OF THE STUDY

1. To know the socio-economic status of the employees and find the motivation factor
2. To study the impact of job performance
3. To offer a valid suggestion based on the study

1.4 LIMITATION OF THE STUDY

- The study was restricted to 114 sample size and was limited to a short period.
- It was difficult to fill out the form from the respondents and gain information as they were busy with their work.
- The findings and suggestions are based on the information given by respondents.

1.5 HYPOTHESIS OF THE STUDY

H₀: There is no significant relationship between personal factors and motivation factors on Job performance.

Personal factor: Gender

Motivation factors: job security, career growth, financial reward, and positive feedback.

1.6 RESEARCH METHODOLOGY

In this study Descriptive nature of research is used to attain the objectives framed and the sample respondents selected in a Convenience Sampling method were selected for the study. The total size of sample respondents was 114. The required primary data was collected through questionnaires. Secondary data was collected from different sources like the internet, journals, records, and reports. Here the researcher used Simple percentage analysis, ANOVA and Correlation for this study.

1.7 REVIEW OF LITERATURE

Dr. Ranita Basu (2021)¹, in her study titled "*A Study on the Impact of Employee Motivation on Job Performance*", found that motivation has a significant impact on job performance, with financial incentives acting as strong motivators. The study utilized both primary and secondary data, applying statistical tools like frequency distribution, mean, standard deviation, and correlation coefficient.

Abraham Ebabu Engidaw (2021)², in "*The Effect of Motivation on Employee Engagement in Public Sectors: In the Case of North Wollo Zone*", used an explanatory research design and both quantitative and qualitative methods, along with structured questionnaires and SPSS analysis (correlation, ANOVA, and regression). His findings indicated that extrinsic motivation had a stronger impact on employee engagement and suggested aligning employee goals with organizational objectives to improve engagement.

Deden Andreas (2022)³, in his study "*Employee Performance: The Effect of Motivation and Job Satisfaction*", utilized statistical regression analysis and SPSS software, with a questionnaire-based quantitative approach. The study concluded that both motivation and job satisfaction have a significant impact on employee performance, with motivation being the strongest influencing factor.

Sourav Basu (2023)⁴, in "*Motivation and Its Impact on Employee Performance*", examined how motivation enhances both employee and organizational performance. The study, which involved 25 private-sector employees and used questionnaires and interviews, revealed that both monetary and non-monetary motivation significantly influence performance. Findings indicated that increased motivation leads to better productivity and morale, while a lack of motivation results in decreased performance. The study recommended tailored motivation strategies aligned with organizational goals.

1.8 ANALYSIS AND INTERPRETATIONS

1.8.1 SIMPLE PERCENTAGE

Particulars	No of respondents	Percentage
Male	60	52.6
Female	54	47.4
Gender Total	114	100
Below 22	65	57.1

23-26	42	36.8
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27-30	4	3.5
Above 30	3	2.6
Age Total	114	100
Less than Rs 10,000	21	18.4
Rs 10,001-Rs 15,000	48	42.1
Rs 15,001-Rs 20,000	15	13.2
Above Rs 20,000	30	26.3
Monthly salary Total	114	100
Less than 1 year	70	61.4
1-2 years	27	23.7
3-4 years	11	9.6
Above 4 years	6	5.3
Experience Total	114	100

(source: primary data)

INFERENCE

Majority 52.6% of the respondents belong to the male category and 47.4% of the respondents belong to the female category at Health care service.

The majority 57.1% of the respondents belong to the below 22 years of age, 36.8% of the respondents belong to 23 - 36 years of age, 3.5% of the respondents belong to 27 - 30 years of age and 2.6% of the respondents belong to above 30 years of age group.

Mostly 18.4% of the respondents belong to Less than Rs 10,000, 42.1% of the respondents belong to Rs 10,001-Rs 15,000, 13.2% of the respondents belong to Rs 15,001-Rs 20,000 and 26.3% of the respondents belong to above Rs 20,000. ,

Majority 61.4% of the respondents belong to Less than 1 year, 23.7% of the respondents belong to 1-2 years, 9.6% of the respondents belong to 3-4 years and 5.3% of the respondents belong to above 4 years.

1.8.2 ANALYSIS OF VARIANCES AMONG GENDER WITH THE OPINION ON MOTIVATIONAL FACTORS

To study the variance between the variables, one-way ANOVA with personal factors as the independent variable and respondents' opinions towards motivational factors as the dependent variable.

NULL HYPOTHESIS(H₀): There is no significant difference among demographic variables of the respondents and respondents' opinion on the Motivation factor of Job performance

Factor	Source of variations	Sum of squares	Df.	Mean Square	F value	p value	H ₀	S/NS
Gender and Motivation factor	Between Groups	.002	1	.002	.002	.961	Accepted	NS
	Within Groups	113.120	112	1.010				
	Total	113.123	113					

*p<0.05 S-Significant NS-Not Significant

NULL HYPOTHESIS: There is no significant difference between Gender and the respondents' opinion towards Motivational factors of Job performance.

INFERENCE

From the above table shows that the calculated p-value is .961. This is greater than the significant value of 0.05. Hence, the null hypothesis(H₀) is accepted. Hence there is no significant difference between the mean value of Gender and the respondent's opinion on the Motivational factors.

1.8.3 IMPACT ON JOB PERFORMANCE

NULL HYPOTHESIS(H₀): There is no significant difference among demographic variables of the respondents and respondents opinion on the impact of job performance.

ALTERNATIVE HYPOTHESIS: There is a significant difference among demographic variables of the respondents and respondents' opinion on the impact of job performance.

	Variables	Age group (X)	Reward system(Y)	Calculated		S/N S	Relation shi p
				r value	P value		
1	Age and Reward system	65	17	.212	.024	S	Positive correlation
		42	12				
		4	16				
		3	25				
			44				
2	Age and Training facility	Age group (X)	Training facility(Y)				Positive correlation
	Training facility	65	5	.200	.077	NS	
		42	25				
		4	18				
		3	21				

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3	Age and Opportunities	Age group (X)	Opportunities (Y)	.156	.097	NS	Positive correlation
		65	5				
		42	15				
		4	28				
		3	22				
			44				
4	Age and Ability to Handle Stress	Age group (X)	Ability to Handle Stress(Y)	.165	.080	NS	Positive correlation
		65	4				
		42	18				
		4	26				
		3	31				
			35				
5	Age and Problem solving	Age group (X)	Problem solving(Y)	.112	.234	NS	Positive correlation
		42	10				
		4	13				
		3	21				
		3	27				
			43				
6	Age and Adaptability to new Technology	Age group (X)	Adaptability to new Technology (Y)	.182	.053	NS	Positive correlation
		65	8				

		42	17				
		4	21				
		3	25				
			43				

INTERPRETATION

From the above table no:4.17, the r-value is 0.212 having a positive correlation and significant 0.024 it is less than 0.05. Hence the null hypothesis is rejected and the alternative hypothesis is accepted. So, there is a significant relationship between age and the reward system.

Age and Training facility of the respondents, the r-value is 0.200 having a positive correlation and a significant 0.077, which is more than 0.05. Hence the null hypothesis is accepted. So, there is no significant relationship between age and training facility.

Age and Opportunities of the respondents, the r-value is 0.156 having a positive correlation and a significant 0.097 it is more than 0.05. Hence the null hypothesis is accepted. So, there is no significant relationship between age and opportunities.

Age and Ability to Handle Stress of the respondents, the r value is 0.165 having a positive correlation and a significant 0.080 which is more than 0.05. Hence the null hypothesis is accepted. So, there is no significant relationship between age and ability to handle stress.

Age and Problem-solving of the respondents, the r-value is 0.112 having a positive correlation, and a significant 0.234 which is more than 0.05. Hence the null hypothesis is accepted. So, there is no significant relationship between age and problem-solving.

Age and Adaptability to new Technology of the respondents, the r-value is 0.182 having a positive correlation and a significant 0.53 which is more than 0.05. Hence the null hypothesis is accepted. So, there is no significant relationship between age and problem-solving.

INFERENCE

Finally, Only the correlation between age and the reward system is significant, which means age influences the reward system. All other relationships are not significant, implying

that age does not have a proven correlation with training facilities, opportunities, stress handling, problem-solving, or adaptability to technology.

SUGGESTIONS

- Frequent performance reviews and constructive feedback from supervisors help employees improve and feel valued.
- Freshers should receive proper training and guidance from higher officials.
- Focus on enhancing time management by setting clear priorities
- To improve our job performance smart work is more important and should meet the expectations more
- Improving your job performance and impact requires a combination of strategic actions, skill development, and mindset shifts.

CONCLUSION

This study examines factors affecting employee motivation and job performance at Health care service. Clear career advancement, regular feedback, and a positive work environment are key motivators. Age influences the reward system, but not other factors like training or stress handling. The study highlights the need for Health care service to address challenges like limited growth opportunities. The findings can inform strategies to improve employee motivation and job performance. This research contributes to the literature on employee motivation and job performance.

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