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A Study on what motivates People to Work More

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Abstract: Motivation is essentially about commitment to do something. In context of business motivation can be titled as "The will to work".
People must be motivated to achieve certain goal in life whether it may personal or business but it is always related with drives means eager to get something by anyway. In addition, motivation must be co-related with the ambitions.
Motivation is the act of stimulating someone or oneself to get a desired course of action, to push the right button to get a desired reaction.
Abraham Lincoln, was a failure in almost all activities he undertook. When asked about the change he said, "My father taught me to work but did not teach me to love my work". This 'love or will to do' (called motivation) depends on the strength of people's motives. Motives are the expressed needs and could be conscious or subconscious. They are always directed towards goals.
Employee Motivation is an integral part Human Resource Management and it plays a crucial role in the long-term growth of an organization. Motivation can be defined as the inherent enthusiasm and driving force to accomplish a task.
Keywords: Employee Motivation, Human Resources, Maslow Theory, goals

I. OBJECTIVE OF THE STUDY

This research paper investigates the relationship between employee work motivation and their performance in the workplace and business productivity. It examines the main and common motivation theories and different approaches to motivate employees. The main aim is to find a correlation between employees work motivation and their performance and the performance effect on business productivity.
To study the relation between intrinsic and extrinsic factors of motivation, in this research we will consider Maslow's Motivation Theory and the connection between the theory and practical implications of the same in an organization and individual's life.

II. INTRODUCTION

Motivation is a psychological force within an individual that sets him in motion for achievement of certain goals or satisfaction of certain needs (chapter – concepts of motivation).Psychologists assumes that if we can bracket what motivates a person, we can understand the person. It is the zeal that gives them the stability to get up and keep progressing even when things are not in their favour. Motivation is a term that refers to a process that elicits, controls, and encourages certain behaviours. It is one of the classification phenomenon's which affect the nature of an individual's etiquette, the strength of the etiquette, and the persistence of the etiquette.
Physiological, code of conduct, perception and societal are various approaches to motivation and plays a pivotal role in setting and attaining goals, it is also manifested that an individual can influence his/her own motivational magnitudes.
Digitization

III. LITERATURE REVIEW

Motivation Elements depends on the motivational cognizance of all types of employees throughout the world and is briskly changing in response to a number of key variables. The conventional motivation reinforces extrinsic or intrinsic factors and is gradually mislaying the importance. What exactly can motivate again varies with time and space. It is not at all conceivable to pinpoint and designate one single commonly applicable motivational tool to variegated cross sections of employees. But we can endeavour to appreciate the relative importance of one or the other mechanism for a discrete segment of employees belonging to some analogous organizations.
There are many approaches to motivation: Physiological, code of conduct, perception and societal these are influential element in mounting and procuring goals. According to diverse theories, motivation may be rooted in a basic need to curtail physical pain and amplify contentment; or it may include specific needs such as devour and reposing; or a desired target, benevolent, or exemplary; or

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it may be attributed to less-apparent reasons such as altruism, introversion, or morality. Conceptually, motivation should not be confused with either volition or optimism. Motivation is related to, but distinct from, emotion

Currently we all know that organizations utilise HRIS software for maintaining basic employee information i.e their date of joining, letters, attendance and so on, but this digitization is moving ahead. In this current situation of Covid-19 the Human Resource personnel's must mould themselves towards digitization for multiple reasons; my insights would be particularly in employee motivation aspects. Considering the present scenario of work from home culture the employers and the Human Resource personnel's are having a tough time in imbibing all the employees at a time in a particular platform, in this state the Human Resource personnel's can urge their employees for the availability of their time by asking every employee to pinpoint their views on a particular topic followed by the e-wall appreciation. E- Fun activities can be arranged in case of MNC's future scenario post Covid-19, organization is liable to urge for digitization for employee motivation in future as well, like wise conducting an online interview/inter-meetings using online meetings apps, train employees on how to work and enhance their skills pertaining to digitization.

As we are aware the ***appraisal phase*** is nearing and the same process can be conducted ***digitally*** in a very swift manner by upgrading your HRIS software and nevertheless training the trainer (HR) and employees on how to go about the same. Online feedbacks, ratings and other aspects to be discussed and pen the same via digital mode.

IV. MOTIVATION CONCEPTS

Motivational factors are the needs of the employees, which satisfied contribute to the performance and productivity of the employees; the same also depend upon the intrinsic and extrinsic factors of every individual and definitely would vary from person to person. Focusing on Maslow's motivation theory which is a result of fulfilling the five basic needs: physiological, safety, social, esteem and self-actualization. Maslow's theory is mostly concentrated in workplaces as it does involve a "Feel-good" factor within an employee and also the higher degree begins to emerge only when the employees/individual feel that they have sufficiently attained the satisfaction grade of the previous hierarchy.

This upward movement of basic needs to the self-actualization to achieve the full potential is coined as "Maslow's Humanistic Theory of Personality".

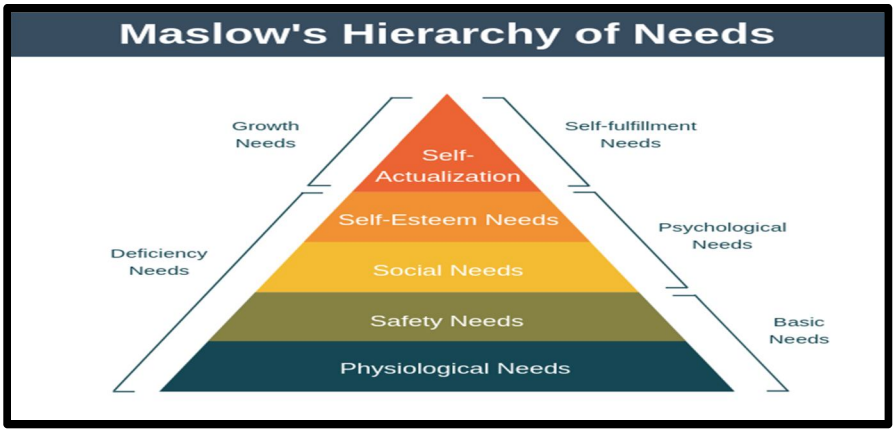


Fig 1.0 : Maslow's Hierarchy of Needs

In below mentioned states which factors fall under Maslow's theory starting from the lowest chronological need:

1) *Physiological Needs:* Physiological needs are the foundation of the Maslow's hierarchy and comprises of the very basic needs required individually for human survival. Employers offering compensation for the same job titles can attract more qualified job applicants, as they expect this first layer of needs to be satisfied more fully. Physiological needs comprises of:

a) Job Opportunity
b) Fair compensation and benefits
c) Reasonable working hour
d) Access to foods and beverages
e) Residence facility
f) Homeostasis

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2) *Safety Needs:* The second stage in Maslow's hierarchy of needs is the safety stage this refers to the need for security and protection. When we have our physiological needs met, our safety needs dominate our behaviour. These needs have to do with our natural desire for a predictable, orderly world that is somewhat within our control. Safety needs in today's world can manifest as

a) Job security,
b) Savings accounts,
c) Insurance policies,
d) Financial security,
e) Health and well-being

3) *Social Needs:* The third stage in Maslow's hierarchy of needs is the social stage (also known as the love and belonging stage), which includes interpersonal relationships. The social stage is not based on basic needs but instead on psychological or emotional. When we are able to develop strong connections with others we are able to cope with different situations, In order to avoid problems such as anxiety, depression, or loneliness, we all need to feel accepted and supported by others. The primary source at this stage is the need for emotional connections such as

a) Friends
b) Family
c) Team members
d) Partner

4) *Esteem Needs:* The fourth stage of Maslow's hierarchy represents the Self-esteem needs. Self-esteem might be based on what others say about you or what you say about yourself. Having positive feelings about you is necessary for your overall emotional health and well-being. Without properly meeting esteem needs, we are filled with feelings of inferiority and negativity regarding our lives. It is very important to remember that until you feel good about yourself, it is difficult to truly appreciate the way others view you. Esteem needs refer to the need for

a) Respect
b) Self-esteem
c) Self-confidence
d) Self-improvement
e) Self-directed
f) Being Assertive

5) *Self-actualization:* It is the highest level in Maslow's hierarchy, and refers to the realization of a person's potential, self-fulfilment, seeking personal growth and peak experiences. Maslow describes this level as the desire to accomplish everything that one can, to become the most that one can be.

Below mentioned are characteristics of self-actualizers:

a) They perceive reality efficiently and can tolerate uncertainty
b) Spontaneous in thought and action
c) Problem-centred (not self-centred)
d) Concerned for the welfare of humanity;
e) Establish deep satisfying interpersonal relationships with a few people;
f) Democratic attitudes
g) Strong moral/ethical standards.

The concept of self-actualization ties into positive psychology through its connection with well-being; as you might imagine, those who are considered self-actualized are also generally high in well-being.

V. THOUGHTS ABOUT EMPLOYEE MOTIVATION

Comparing the actual workplace scenario with Maslow's theory there are certain questions that we can come up with i.e

A. What people want from work?
B. How can you measure the same?
C. How can you help or guide employees in attaining what they need for motivation?

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There are different types of employees have different passions and attitude towards work or workplace, we come across many such types of employees/people day in and day out.

Below mentioned are different types of employees:

1) Some people work for their love of the work
2) Some work for personal and professional fulfilment.
3) Some people like to accomplish goals and feel as if they are contributing to something larger than themselves, something important
4) Some people have personal missions they accomplish through meaningful work
5) Some like the camaraderie with customers and co-workers
6) Some workers like change, challenge, and diverse problems to solve.

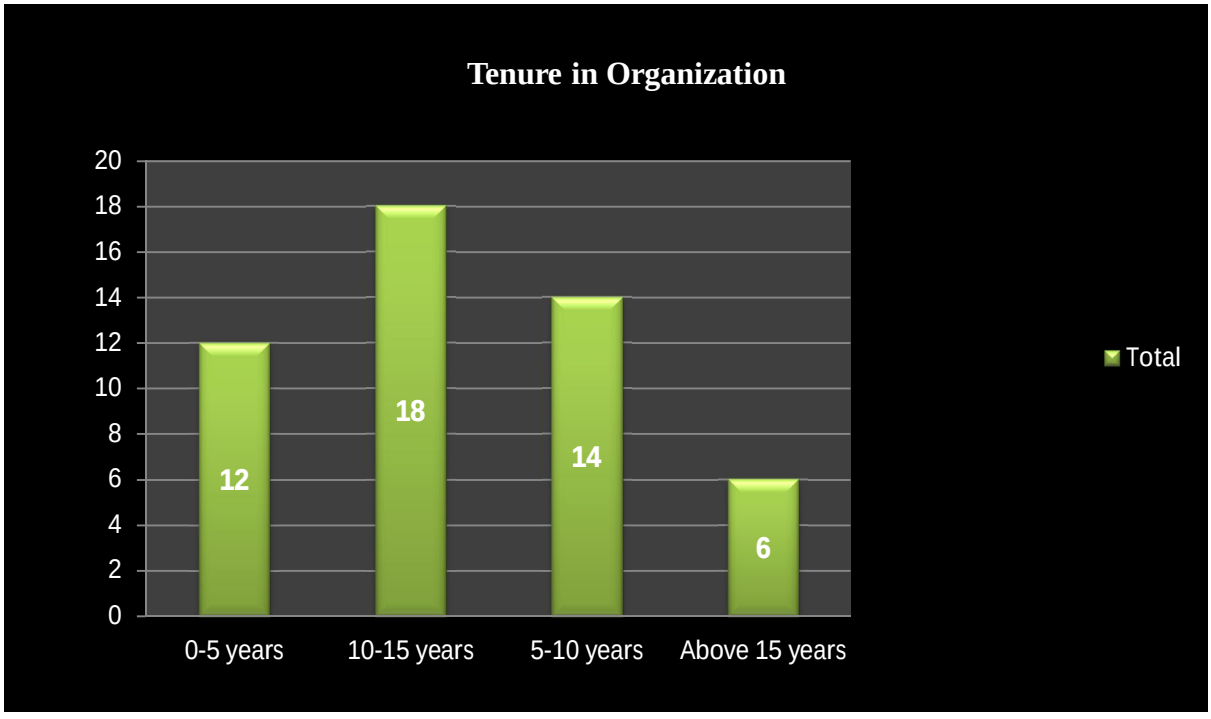
VI. SAMPLE COLLECTION

Age	20-25 years	26-31 years	32 – 39 years	Above 40 years
Tenure in the organization	0-5 years	5-10 years	10-15 years	Above 15 years
Motivation level	Highly Satisfied	Satisfied	Neutral	Dissatisfied

VII. RESEARCH METHODOLOGY

A. Primary research has been conducted to understand the factors that motivate employee to work in an organization
B. To study and understand the reason for longevity in any organization and also the reason to switch job
C. Demographics to understand the mind-set of youths regarding job and motivation
D. Research design : Data collection from around 50 respondents from various cities and organizations

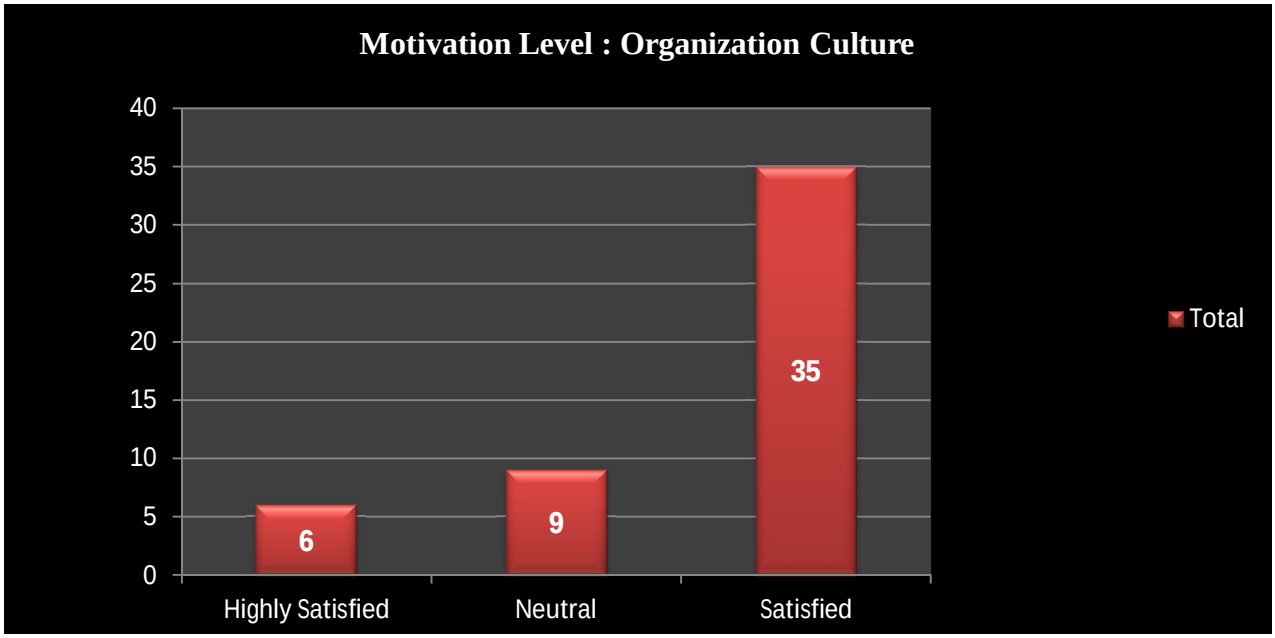
VIII. DATA ANALYSIS AND INTERPRETATION



Graph 3.0

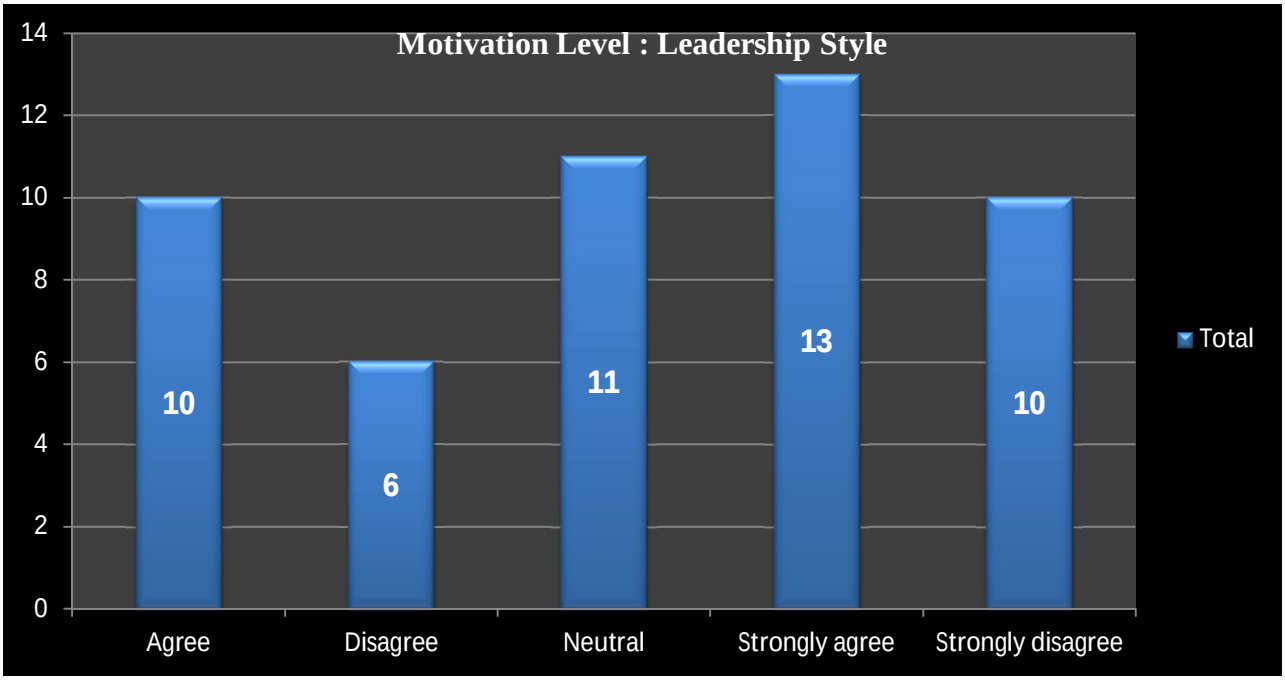
Interpretation of Graph 3.0 mentioning the “Tenure in Organization” we can draw a conclusion that it’s a mixed result and hence job switching depends from person to person and also the external and internal job factors.

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Graph 3.1

Interpretation of Graph 3.1 mentioning the "Motivation Level in terms of the culture of the Organization", wherein it clearly depicts that employees are satisfied with the culture of their organization in turn interpreting that the organization considers their employees presence and tenure.

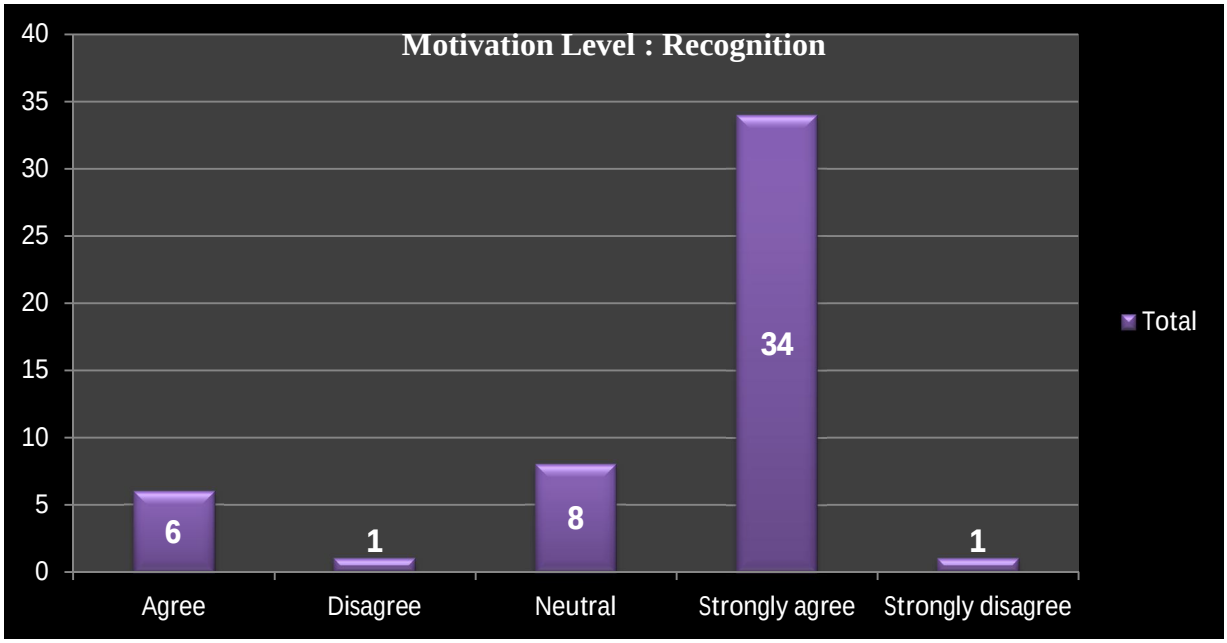


Graph 3.2

Interpretation of Graph 3.2 mentioning the "Motivation Level in terms of Leadership Styles" the survey was done regarding the Authoritative Leadership styles it is very prominent from the graph that no employee supports authoritative leadership styles as it affects the motivation of the employee in turn hindering the work quality.

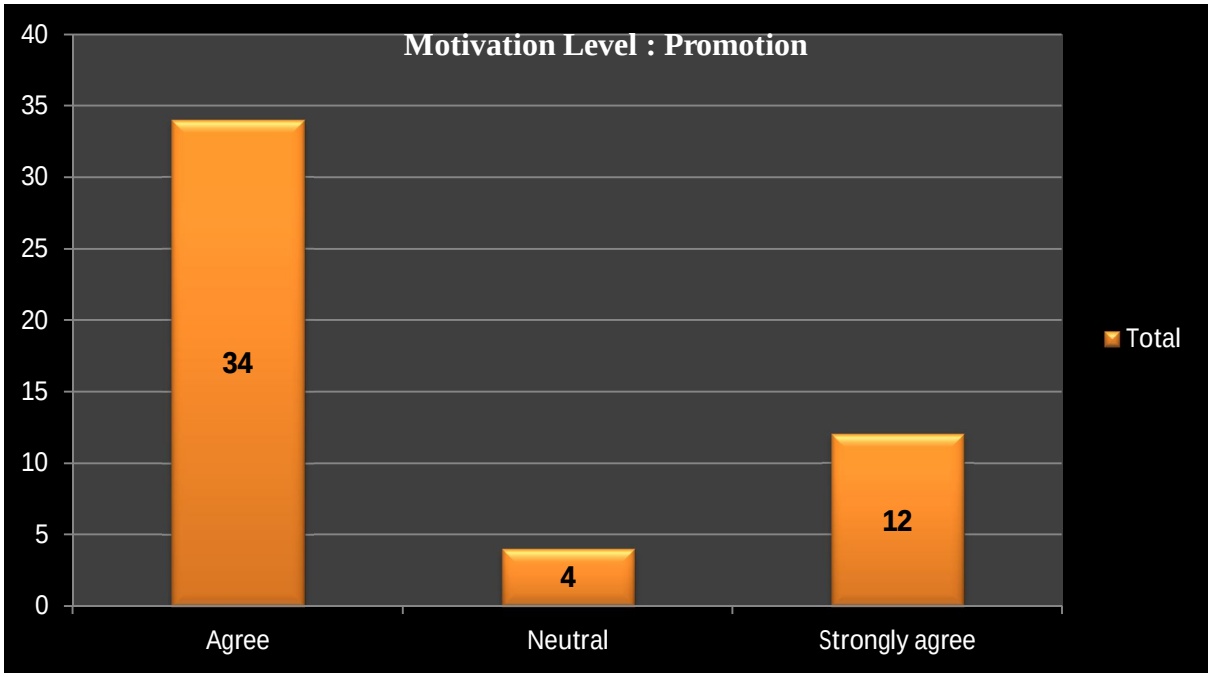
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Graph 3.3

Interpretation of Graph 3.3 mentioning the "Motivation Level in terms of Recognition" employee other than Monetary benefits also emphasizes on the recognition backed up by prizes or rewards to stay motivated at the workplace.

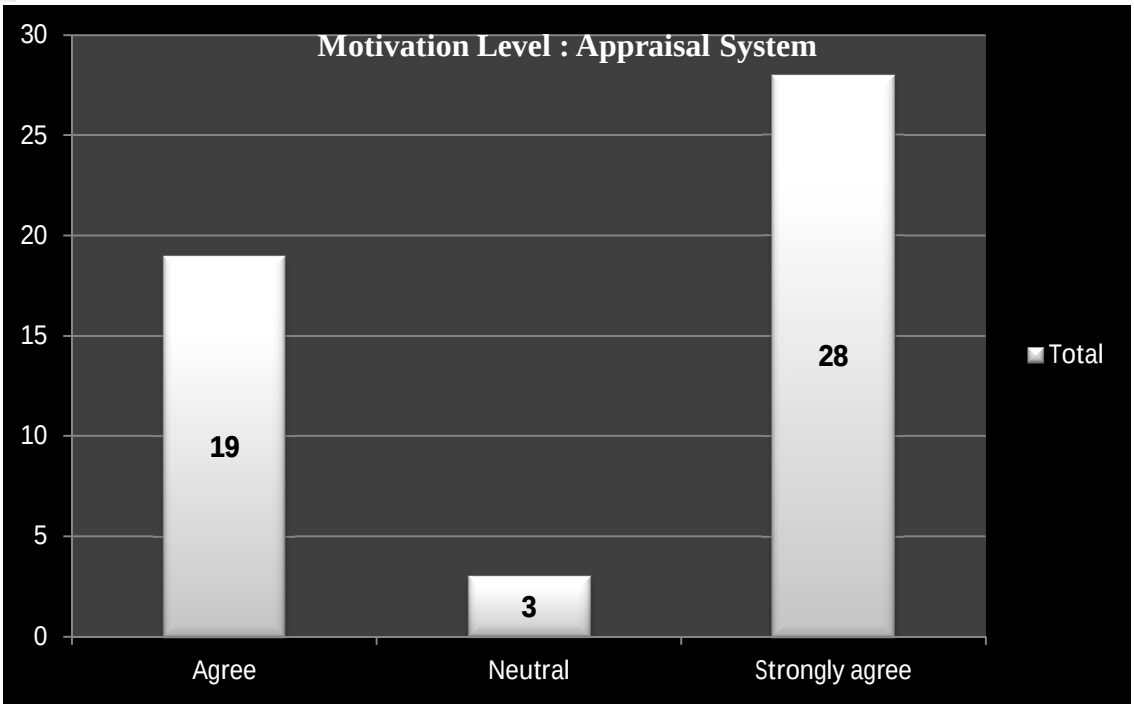


Graph 3.4

Interpretation of Graph 3.4 mentioning the "Motivation Level in terms of Promotion" growth opportunity given to employees also motivates them to perform better and align themselves to that of the organizational goals. Graph 3.3 and 3.4 are definitely interlinked as per survey major portion of the chunk do agree by the same.

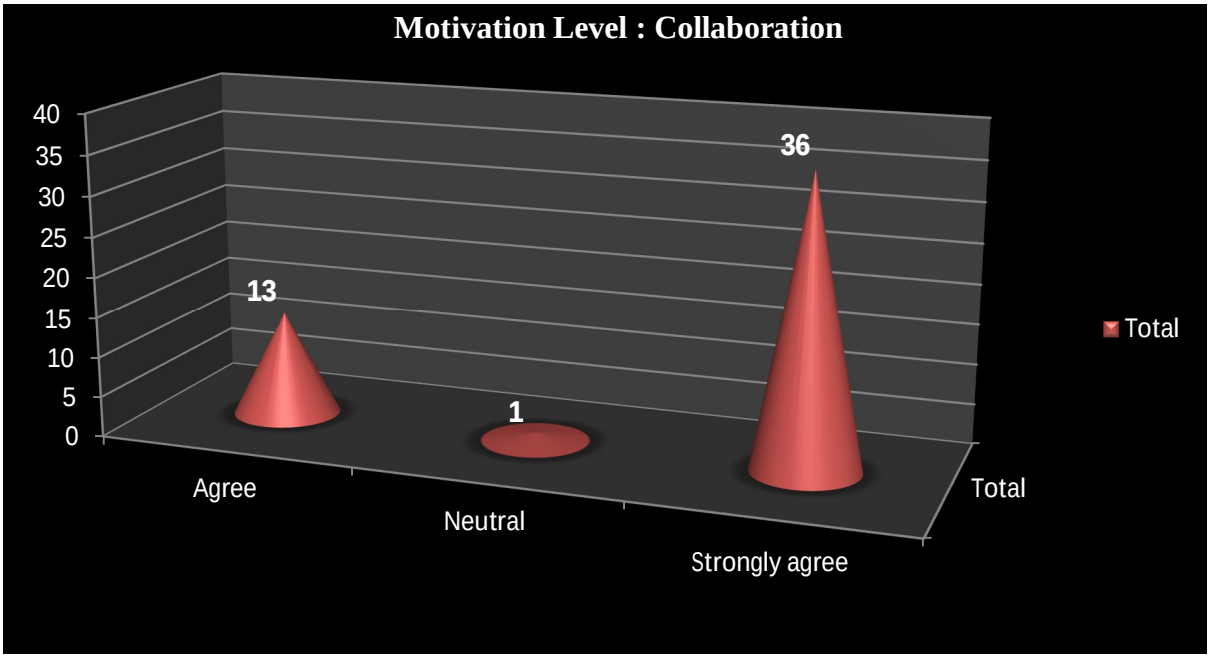
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Graph 3.5

Interpretation of Graph 3.5 mentioning the "Motivation Level in terms of Appraisal System" every organization must have a robust appraisal system if not must surely work on that, as majority of employees would always be motivated and satisfied if their appraisal system mechanism is on a continuous improvement path or in context with employee's interest.

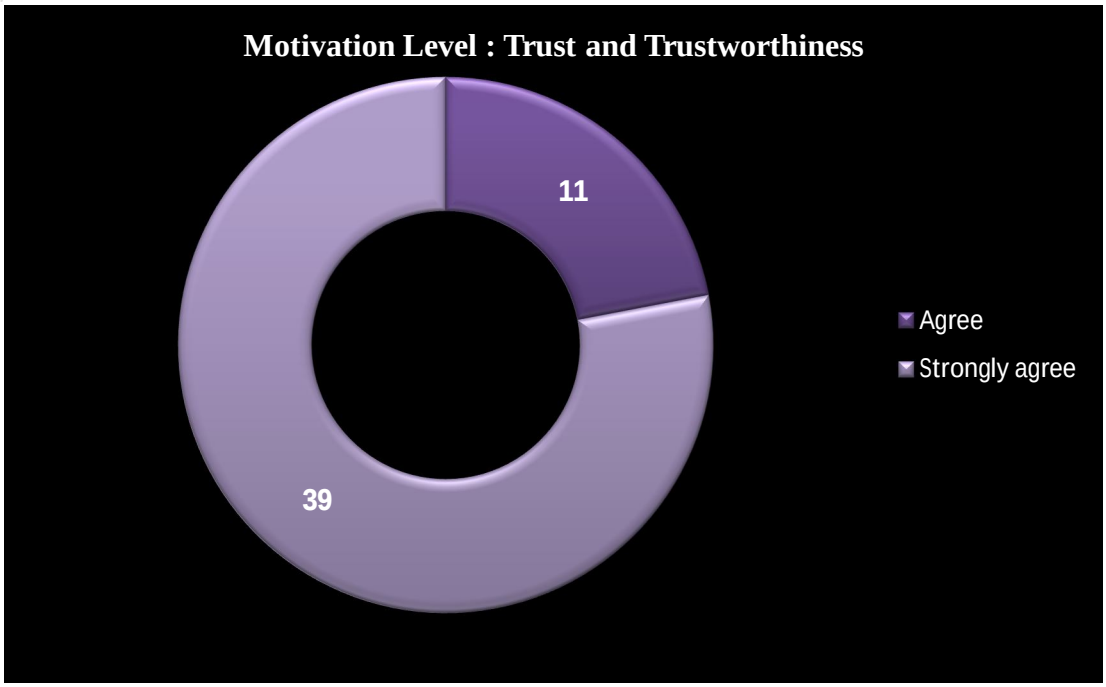


Graph 3.6

Interpretation of Graph 3.6 mentioning the "Motivation Level in terms of Collaboration" teamwork is the most important aspect for individual and team growth, positive attitude and bonding within team members motivates one to avoid absenteeism.

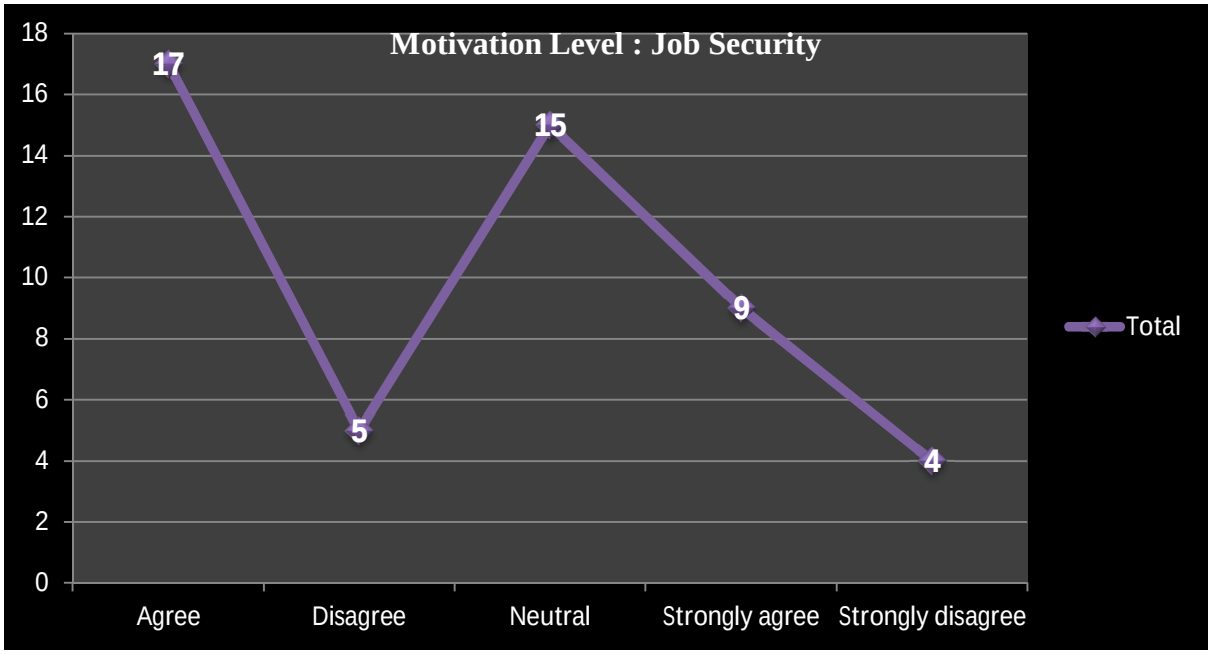
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Graph 3.7

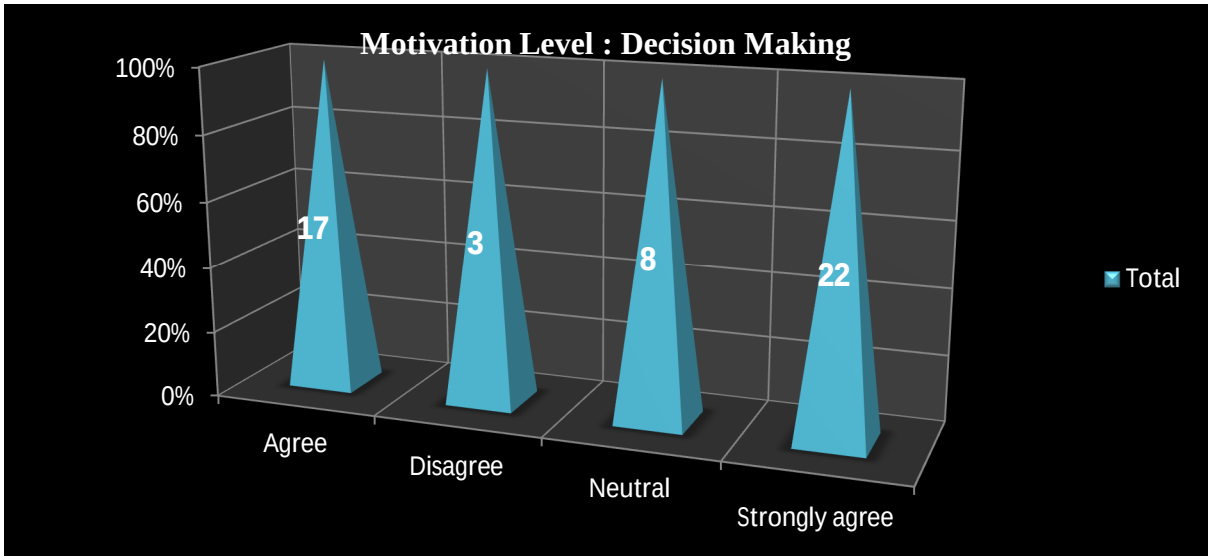
Interpretation of Graph 3.7 mentioning the "Motivation Level in terms of Trust and Trustworthiness" is a strong weapon to make or break things, the sense of trust and trustworthiness must be a strong aspect at the workplace to build in motivation and progress of the organization.



Graph 3.8

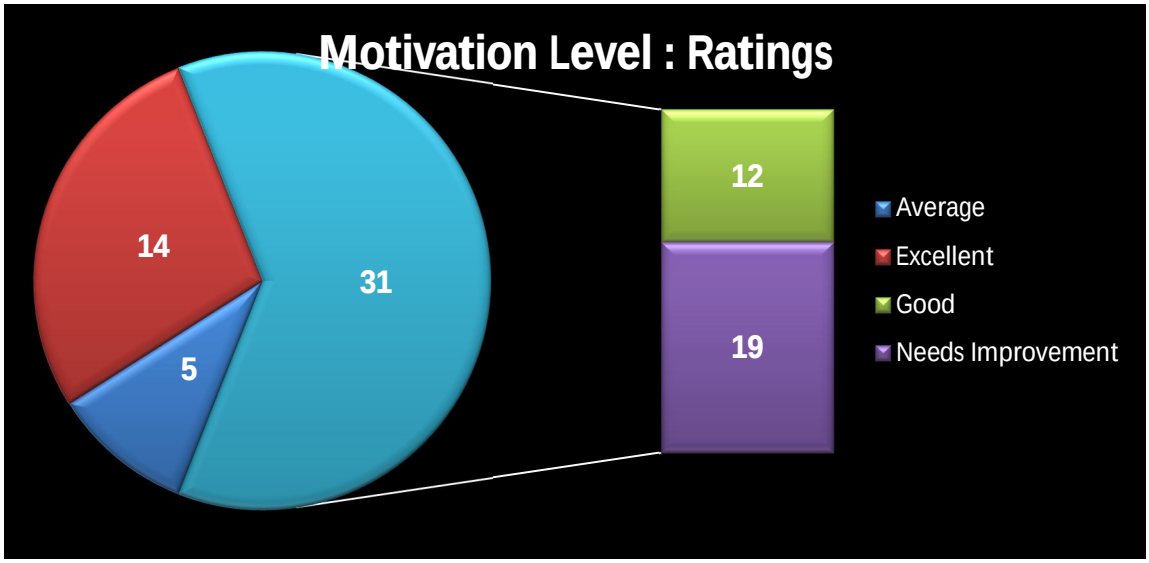
Interpretation of Graph 3.8 mentioning the "Motivation Level in terms of Job Security" as we can see clearly from graph job security too plays an important role to boost employee motivation, if the same is not sensed by employee it would hamper the morale and quality of work.

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Graph 3.9

Interpretation of Graph 3.9 mentioning the "Motivation Level in terms of Decision Making" involving the employees in meetings, considering their views and ideas constructs a sense of belongingness within the employee to make him/her perform better in work/projects assigned.



Graph 3.10

Interpretation of Graph 3.10 mentions the Motivational Level in some organizations wherein it is clear that organizations need to improve the motivational factors to in turn boost the employee motivation and morale.

IX. GAINED MONETARY BENEFITS? WHAT NEXT?

Surveys and studies demonstrate that people want more from work than money. Employers predicted that the most important motivational aspect of work for people they employed would be money. Instead, it turned out that personal time and attention from the manager or supervisor was cited by employees as the most rewarding and motivational factor for them at work. Adding to it, people want to be treated as if they are adult human beings who think, makes decisions, tries to do the right thing, and don't need a caretaker watching over their shoulders.

While what people want from work is situational, depending on the person, his/her needs and the rewards that are meaningful to him/her, giving people what they want from work is really quite straightforward. Modus Operandi can help in focusing the aspects of employee motivation.

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X. MODUS OPERANDI FOR EMPLOYEE MOTIVATION

1) *Set goals for the day*: This is one of the great inclusions in the morning routine for employee motivation in the workplace is to encourage employees to write down professional as well as personal goals. So that the employees gradually recognise the level of concern the management has for it's employees and they tend to be more motivated, work harder and give the company their 100% at any given task. Not only that, when the day is over, employees will leave the office with a great sense of accomplishment.
2) *Individual Contribution:* Management must value their employee's individual contribution and ensure them that how their individual efforts and contribution plays an important part of the company's overall goals and direction. Employees will take pride and be engaged in their work if they are aware how their efforts create an impact the organisation; regardless of how big or small their contributions are.
3) *Training and Development:* This is most commonly used by majority of employers to boost the motivation of employee as the employee feels the sense on belongingness and walk towards the path of self-advancement by enhancing their technical skills and soft skills which aid them in elevating their level of work post training, which will help them to shoot up their performance by revamping their operational activities.
4) *Communication Tweak:* The easiest way to increase employee motivation is by having positive communication at the workplace. You can tweak the communication by not relying only on emails but by making sure they talk to their employees in person and even on a personal level. To join you team members in tea/coffee break, formal or informal team communication is a superlative booster for motivation, concern of employee's work-life balance
5) *Workplace habitat:* Employees lack motivation because their workplace does not have a positive work environment. To fix this, surveys can be sent out in order to understand the issues faced by employees and resolve the same. To post positive quotes in the area where there is high foot traffic and also create a work-friendly environment and appealing as possible to further imbibe a sense of motivation within employees.
6) *Rewards and Recognition:* Rewards need not be monetary all the time, small and simple things like a "pat on the back, food coupons, family time such as movie coupons, park coupons, event tickets, field trip etc. Timely recognition given by management to employee is very much important.
7) *Celebrations:* Any company would want to get their employees engaged and motivated at work. The simplest way to improve these is to have regular celebrations for and with the employees in order to get them engaged at the workplace. These celebrations can be divided into three different celebrations:

a) *Bronze:* Comprises of minor events that do not require a long-term planning with a minimum cost to spend.
b) *Silver:* Comprise of a mediocre level of event requires a week's planning and involves a mediocre stage costing.
c) *Gold:* Comprises of a large scale celebration that would take a month or so for planning the same and this affair would surely be expensive.

8) *Leadership:* Team would surely follow the leader, it is leader's responsibility to encourage and motivate his/her team member by setting the positive attitude, values and tone in the organization by this positivity the leader can motivate and ensure good productivity.

XI. MEASURING EMPLOYEE MOTIVATION

1) *Performance Reviews*: Performance review can be a good tool to measure employee motivation in an organization Bad performance review results can be a **very good indicator of low employee motivation** and engagement. Once bad performance is identified, employers should work towards figuring out **what is causing low motivation levels**.
2) *Engagement Surveys:* Surveys are one of the **most popular ways to measure employee motivation**. However, one should be very careful when choosing survey questions. It is extremely important for the survey to be anonymous. Additionally it must be a combination of open and closed ended questions.
3) *Customer Satisfaction surveys:* Customer satisfaction often depends on how satisfied employees are. Furthermore, **satisfied employees are much more motivated and engaged** employees. Therefore, measuring customer satisfaction can help you identify levels of employee motivation. This is especially true when employees are in direct contact with your customers. This technique is often used with employees in sales and customer success.

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XII. DEDUCTIONS

In this research paper we have learnt quite a few aspects on employee motivation vis-à-vis on emotional factors as well, gaining a greater understanding about what influences our motivation and emotions and how we influence them as well.
Motivations theory backed by research helps us to understand

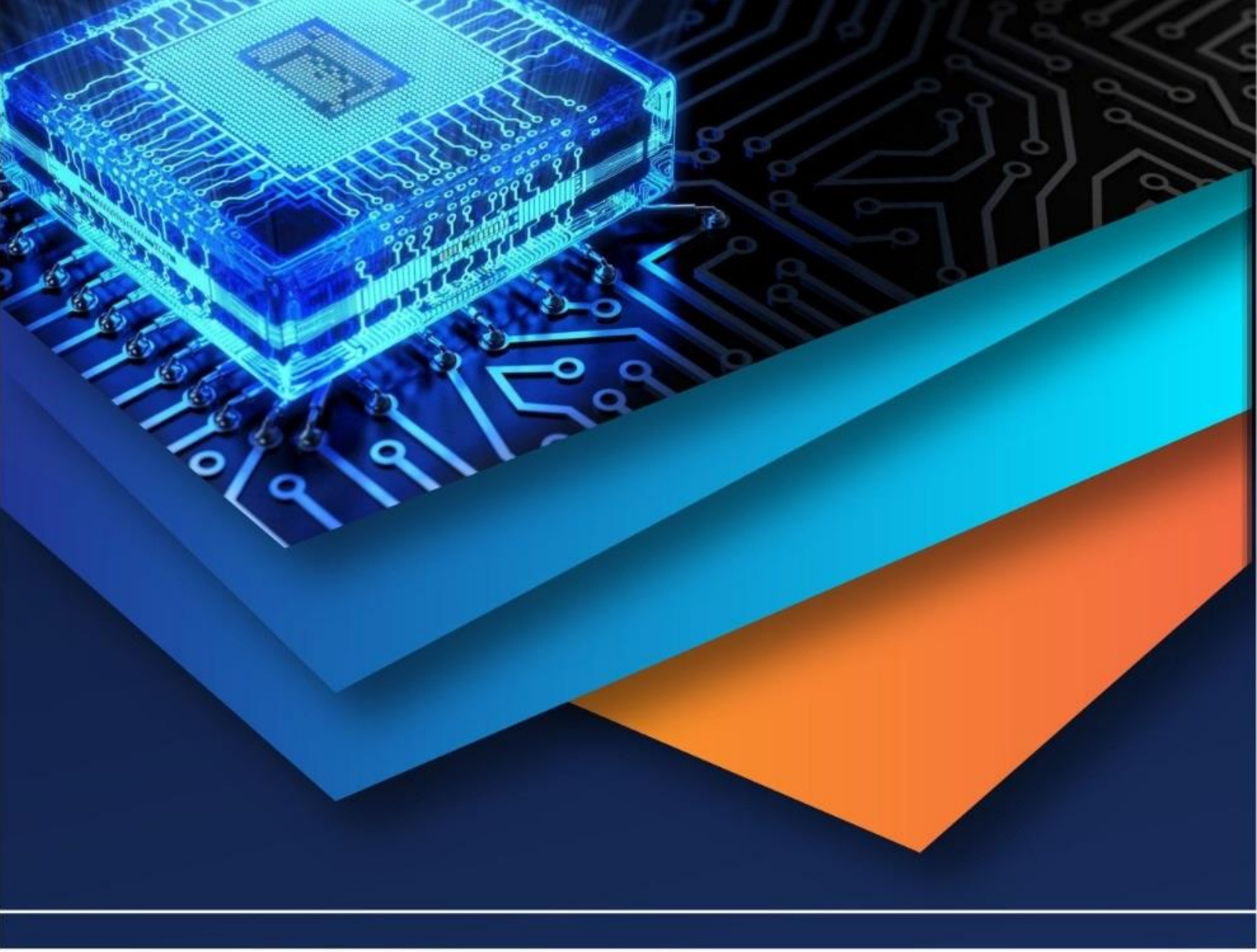
A. Why we are motivated?
B. What motivates us?
C. How we keep yourself and colleagues motivated?
D. Our behaviour in different scenario?

By these theories and understanding the importance of motivation for every employee which further helps the organization/leaders to enhance the employee motivation proceedings.
Focusing on the intrinsic and extrinsic factors of motivation too plays a pivotal role in enhancing the motivation within employees' in-turn increasing the retention period of all key employees. One can consider example of self when it comes to comparing intrinsic and extrinsic motivational factors.
What do you think which intrinsic and extrinsic factors motivates you apart from the ones mentioned below:
Intrinsic motivation is what an individual does for its inherent enjoyment and satisfaction which is not an outcome for any prize or reward i.e if the tasks appears to be enjoyable an interesting. Extrinsic motivation is wherein an individual is motivated by money, praise, awards, recognition, and benefits.
Further, having an explanation about the meaning or importance of a task will also increase motivation. Finally I think breaking tasks down into achievable goals is also very motivating as the positive reinforcement gained from completing each goal motivates you to keep going on the task.
Overall this research has helped me to have a greater understanding of motivation. It has helped to understand why at times it might seem like there is no motivation, and how to go about trying to improve the situations.

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