

Motivating to perform in workplace

[Business](#), [Work](#)



Organizations face a huge challenge in improving employee's performance and providing excellent products and services to their customers. Therefore highly motivated employees are key assets to the organization. There are real costs and business failures will incur for the organisations if they fail to motivate their employees effectively. This report is based from the study carried out by three team members of a Technical Services Department of Chelsea and Westminster Hospital. This study involved in evaluating those motivation levels by using relevant motivation factors that could have been affecting their performance and outcome.

This study outlined those important of motivational factors and levels using the expectancy theory model and job characteristic model. The report explores factors affecting the strength of the link between effort and performance and the link between performance and rewards/outcomes. This reports attempt to measure individual's motivational levels and their performance. Further, this report addresses the ways of increasing the intrinsic rewards using the job characteristics model and expectancy theory model. There are different values and choices of rewards available and this can be negative and positive.

But this will be depending on every individual's effort and performance. This study of this report to evaluate the motivation levels of individuals within a team. The study involves analysing relationship between effort, performance and rewards for the each individual within the team. This report is based on the expectancy theory model and applying the job characteristics model. The models suggest that in general people are motivated if job provides them with rewards or incentives. However giving people reward may not increase

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individual's effort and increased effort may not provide them positive performance.

In order to improve individual's motivation at work place, the expectancy theory suggests considering the three distinct factors. They are the link between effort and performance; link between performance and rewards/costs and the value and choices these rewards available. The expectancy theory suggests that individual have different goals, skills, knowledge and abilities. But they can only be motivated if there is a positive connection between effort and performance, thus effort will lead to performance and good performance will perceive to desirable reward.

These rewards could be intrinsic and extrinsic. This theory also refers to intrinsic rewards directly resulted from their work itself and these rewards are not given by others. On the other hand extrinsic rewards are those given by others such as bonuses, performance related pay, promotion and recognition. The associated outcomes or rewards can be different i. e. positive, negative, stronger and weaker. Therefore, it is important to outweigh the cost and benefits of these outcomes. This is because; individual effort may vary from every other individuals.

Expectancy theory refers to the fact employees have different expectations and levels of confidence about what they are capable of doing. Hence, organisation must try to discover what resources, training, or supervision employees need and provide them with what they need. The sample in this report was confined to the Network team of the Technical Services Department at Chelsea and Westminster Hospital. Two of my staff members

(Network Engineer and Network Analyst) and myself (Manager) participated in this study. Team members were asked to come to a meeting on 1st July 2009 between 11am to 12pm so that we could conduct this study.