

# Free essay on organizational behaviour and management

[Business](#), [Company](#)



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## **Motivational paper**

### Introduction

Motivation of employees is a cardinal ingredient in any organization that seeks to ensure continuous improvement. Motivation can be explained as a force that directs behaviour and makes people in an organization to be behaved in a certain way. There are several theories of motivation that explain how people in an organization can be influenced. This paper will focus on two of the main theories, which include Maslow hierarchy of needs theory and Herzberg's Hygiene theory, with regards to Global e-discovery litigating support document solutions.

The company has several departmental teams that work on different assignment. There is the production department, whose workers on the daily basis are concerned with scanning of documents, making copies, document shredding and any other incidental service that may arise. The sales department deals with marketing of the company products and services. There is also an e-discovery department whose sole aim is to process and analyse data for the legal industry.

## **Maslow's Hierarchy of Needs Theory**

In order to ensure that the company realises its goals and objectives, the management has recognised the significance of having motivated employees. According to Maslow's hierarchy of needs, motivation theory; people in any organizational are in a continuous state of being motivated. The theory stipulates that there are five levels of needs. These include, in ascending order, basic needs, security or safety needs, social needs, esteem or ego needs and lastly self actualisation needs. It is crucial to comprehend the theory to understand how works in Global E-discovery Litigation Support Documents Solution. Once one level of needs is satisfied, the urge to fulfil the next level becomes as urgent as that before. Therefore, irrespective of what department employees are working in, never attain a complete state of motivation. They can only be motivated for a short time. The management, led by the President Mr. Manny Kaloyannides has ensured that this does not escape their notice. The workers in all units of the organization are paid competitive remunerations, to ensure that all their basic needs are sufficiently covered. The basic needs of people include shelter, clothing and food among other necessities. These are essential in order to survive. To ensure these, the company has laid down adequate mechanisms so that an employee is paid fairly dependent on the job position and the amount of work done. The employees in the production department are rewarded generous with bonus regularly.

The management has also ensured that it provides employees with adequate job security, social security and a conducive environment, free from any manner of danger that might be a threat to the life or health of a worker.

This has been done by ensuring that all employees are employed on a permanent basis policy, which offers security of tenure. Therefore, dismissal has to follow due process. Insurance schemes and pension funds of all workers gets paid by the company. In addition to all these progressive policies to ensure employees are motivated, the company seeks to develop a sense of belonging and acceptance to its employees.

According to Maslow, the ultimate need of a person in an organization is self-actualisation. He argues that despite an employee attaining basic needs, safety needs, social needs and esteem needs, a person will not be fully motivated if he or she does not attain self-actualisation. This is the desire to achieve the best results possible a person can achieve. It is a status of self-fulfilment when an employee realizes all his potential and uses it to the maximum. The various departments in Global Litigation Company have laid down the requisite infrastructure to ensure that such needs of employees get tapped, and used to the benefit of the organization. This gets done by the provision of challenging opportunities in the various assignments given for employees to explore their potential. For example, in marketing, an employee is entrusted with setting out of strategies that he or she would use to sell the unique services of the company. Another significant way that Global Litigation ensures employees realize their full potential, in accordance with Maslow's motivation theory, is by providing continuous training and development of its staff. For example, employees are taught how to do old tasks in new ways and new ways of doing new tasks.

## **Herzberg Two Factor Theory**

Apart from subscribing to the doctrines of Maslow motivation theory, Global Litigation also implements policies that are similar in nature to Herzberg's two factor motivation theory. The fundamental basis for the theory is employees' feelings. The theory, having been proposed after research was conducted in several companies about work experiences that made a person either feel unpleasant or emotionally good, relies heavily on feelings. There are two vital set of factors that are fundamental to the dissatisfaction or satisfaction of workers. These are dissatisfies or hygiene factors and satisfiers. Global Litigation Company is well aware of these set of factors. In addition to ensuring the presence of satisfiers in the workplace, Global Litigation Company, has also put down policy mechanism to ensure the elimination of any hygiene factors, which lead to dissatisfaction and thus demoralize employees. Dissatisfies are referred to as hygiene factors because they are instrumental in supporting the health of the worker in an organization. They are external to the job and relate to the work environment. Absences of these essential factors lead to lack of motivation in employees. It is also vital to note that the presence of these factors does not guarantee motivation in workers. Therefore, companies are encouraged to have, these hygiene factors, not for the purposes of ensuring motivation, but for the purposes of ensuring that the management avoids dissatisfaction. The management of Global Litigation has paid the requisite attention to dissatisfies and the necessary ways to avoid them. The management ensures it pays not only competitive salaries and wages, but also ensures that they are adequate and fair with regards to the company's profits. Over

supervision is discouraged and employees are given a level of autonomy. There is also a car policy and a fringe policy that benefits workers and ensures that they are comfortable. Working conditions, work rules and procedures are employee friendly. They are tailored to fit in many ways of doing tasks and occasionally get reviewed to streamline them with regards to special assignments.

The application of motivation theories at Global Litigation Company by the management has been instrumental in ensuring its success. The company has a dedicated staff and workers who cherish their work and are extremely hard working. This has enabled the company to realise its goals and objective and become a market leader in its area of expertise.

The theories have enabled the management led the president Mr. Manny Kaloyannides to have a better understanding of employees' motivation, therefore, institute policies that will facilitate attaining the maximum potential. These have enabled the company's employees to be able to help clients turn large volumes of piles of data, information and documents into relevant set of resources that is searchable and accessible in a short time. By virtue of giving employees some level of autonomy, innovation has increased tremendously leading to the discovery of fast and reliable ways of converting manual information into digital, and installation of unique quality checks that ensure correct information is saved into the data base. Innovation of employees due to motivation has also led to the discovery of the integrated content analyst's CAAT system that has been essential in analytics.

Furthermore, productivity of employees has also ameliorated with regards

individual performance of each employee. This is because of the recognition of achievement of individual employees in their area of expertise.

Advancement of a person's skill is highly encouraged leading to production of quality content and analysis. Moreover, redesigning of jobs can be illustrated as among the best policies with regards to motivating employees to be implemented by the Global Litigation Company. Job enrichment, job rotation and job enlargement policies, have facilitated acquisition of essential skill among the workers that would have taken years to get through the traditional managerial ways. This, therefore, has equipped the company's staff with exceptional skill in handling tasks effectively. The management has also achieved its desired results. The company has made significant profits levels for the last three years. It has also been equipped to understand the right policies to implement and which to ignore altogether. Effective management of an organization should be able to subscribe to the doctrines of a motivation theory that suits it well. It should ensure that the employees are adequately motivated to handle their jobs. In effect, this will not only increase the productivity levels of the organization, but also improve its image to the public.

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