

Employee motivation in a government organisation assignment



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Having ensured that the organization and the employees are working towards the same objectives, managers can then focus on exactly which motivational techniques can be implemented to facilitate the achievement of these goals. It is clear that there are both positive and negative motivational factors which can lead to the achievement of objectives. These can be summarized as either fear or reward factors. This fear factor can indeed lead to good results in the short-term but, in the long-term: the employees are likely to be more focused upon whether or not they will be keeping their jobs, rather than upon fulfilling overall business objectives.

Positive motivational factors are also many and varied and, although these may lead to long-term gains, they too can have negative aspects to them. Offering rewards and incentives is indeed motivational, but it is important to make sure that these are deserved and that recognition is given to the right person at the right time. The motivational techniques used by Bathetic are Appreciation, Rewarding, Recognizing and Award Ins Appreciation (Personal Motivation) Appreciate the employee/operator individually. Display operator of the month in notice board.

Face to face interaction and motivating employee frequently. Timely appreciation for the good work and other excellence has made the operators to work hard and speak out freely about their problems in work, because operators are the people who had practical difficulty in implementing the written process. Discuss ideas/suggestions with operator Reorganization (Public Motivation) Efficient operator was chosen and his name is made to display on board of honor. This type of motivation will induce others to excel in similar manner.

Naturally a healthy competition would occur Inside organization and within the operators. Appreciation and reorganization will remove the fear out of employees to open up Appreciation letters from Area Manager and General Manager were conferred upon these operators in a public function (BASS). This motivation technique is also a kind of public motivation but in a large scale and in a special occasion. Rewards are given at a special day to individually appreciate the employee's with not only words but also in a proof format (Incentive, Certificates).

Motivation through rewards has a bigger reach within the organization and its parent firms. Awarding Prize of their own choice given to them. Awarding is also a motivation technique usually a memento, gift, cash etc. Since the criteria for awards were minimum 200 calls and 20 days attendance, the servicing in numbers increased and customer complaints reduced. Rewards and Awards being a status to the individual and therefore each one do their part of Job efficiently also bring up enough confidence in handling difficult situation.