

# Designing a reward system



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In the structure of a human service organization, the success of the said group relies heavily on the performance of each individual belonging to the team in the aspects of performing their own respective tasks until the delivery of the envisioned quality service towards their customers. This quality service in turn will be replaced by both the good-faith revenue and the ideal image of the human service organization as reflected through the customers they have satisfied with.

Because of this, the success of the said human organization significantly depends on the individual performance of the people contributing to the collective service they are rendering to their customer. This is primarily the main determinant of the relationship rate of the human service organization and their prospective customers. Because of the importance of the performance of each individual in the human service organization, it is important that the management address well their human resource factor to realize their full optimum potential towards their collective organization performance.

The management must be also to enticed and encouraged their human resource factor in performing their task well with the ideal dedication and positive perception towards their cause whether for profit interest or for goodwill reasons. The success in this aspect of human management relation will also promote the success factor of the said organization thus, certain approaches must be implemented. Among the common management approaches for this issue are addressing the particular needs and wants of the employee particularly those that will benefit their group such as promotion, incentives, salary increment, and other benefits.

Collective, these are all addressed through the establishment of an effective reward system. The rewards system in a human service organization is deemed to be highly important particularly for the human resource group as this symbolizes the realization appreciation of the people's significance in the organization. Through the reward system that the management aspect of the organization communicate their encouragement and appreciation towards the good performance level of the people in the group in the interest of developing a high enthusiasm and interest values in the human resource group.

Normally, people who work in a human service organization have their own personal interest, which they want their respective organization to serve in exchange for their unyielding dedication towards their organization's interest. Indeed, this is the main purpose of the rewards system manifesting as the fuel factor for the promotion of the performance and service inside the human service organization. Designing the reward system must be done in the interest of promoting the needs and wants of both parties involved in the dialogue.

It must be noted that the normal salary and wage factor in the organization are outside the concern of this reward system thus, it must be focused on fulfilling the interest of the parties involved particularly the human resource group on top of the regular exchange dialogue. As the reward system is created to promote better productivity, better commensuration must be given however, this must be applied in a psychologically and economically proper approach to ensure the effectiveness of its interest.

If not conducted properly, the reward system will merely manifest as a wasteful economic approach for the management, which will also adversely affect the mentality of the people working inside the organization. Thus, the reward system must be established and implemented to promote voluntary performance, positive mentality, higher interest and dedication towards the management and the organization's benefits, and the ideal cooperative value inside the organization.

The first dominant value that must be monitored and rewarded in the establishment of the organizational rewards system is the enthusiasm towards individual jobs and tasks as reflected to the quantitative and qualitative nature of their performance output. For a human service organization, the amount and quality of services rendered must be particularly noted. This is to give send out the message throughout the human resource group that the organization's management is concerned with their performance level and that they appreciate the positive performance that the employees will give.

Levels of output beyond regular must be given sufficient commensuration in the form of organizational acknowledgement and monetary benefits. Another important approach is the promotion of the level of voluntary interest towards their respective tasks and responsibilities. Diligence and positive perspective towards their respective jobs and duties must be noted in this aspect wherein the management must appreciate beyond regular duty performance to induce this quality among their workers and employees.

Another factor that must be considered in the reward system is the personal characters and qualities of the employees towards the organization. The

performance characteristics such as attendance, courtesy, professionalism and others must also be duly noted and rewarded to entice the employee population to develop similar personal traits. These factors must be incorporated to the design and implementation of the reward system as these human resource elements are vital components of the success factor of the organization.

Apart from the personal employee approach in the reward system, the group performance factor must also be duly noted and rewarded by the organization's management group. Factors such as excellent group performance rate and output must be noted and rewarded according to its nature to promote the values of cooperation and teamwork inside the organization. In a human service organization, this reward system approach can be applied based on the organization's division system such as based on service branch or performance group or others.

Through this, employees can realize that the management is not only concern on their performance as individually judged but also in their group output considering their unity and teamwork factor. As the group factor is also important in each organization, the positive view towards this approach must also be promoted through the reward system. The implementation of the reward system in a human service organization is also a critical managerial approach.

This is mainly because if the reward system is implemented improperly, this can produce adverse effect and values towards the organization negating its primary purposes. Instead of inducing the positive values of dedication, enthusiasm and diligence towards their respective duties, employees can

develop instead organizational biases, impartial judgment and other negative values in the organization resulting to loss of interest towards their job. The decline in the interest will in turn result to poor performance and negative service adversely affecting the organization collectively.

Thus, the rewards system must be intrinsically and critically explained towards the employee community to ensure that the said approach is implemented fairly and properly in the organization. The reward system is viewed to be the most effective encouragement approach by the organization's management towards their human resource group. This is generally implemented to promote positive values and interest towards the organization's cause and the respective tasks and responsibilities of each employee inside the group.

The effect of the reward system in turn will affect the performance and production output of the human resource group for the benefit of the organization's interest. In general, the reward system manifest as the dialogue between the management and human resource group that encourages the latter for the organization's benefit through the giving properly appreciation towards the excellent performance output of the employees and workers. In turn, the rewards system becomes an equal approach that promotes the benefit of the organization and the human resource group through serving their interest respectively.