

Hr performance issues and motivation analysis



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Every organization no matter how large or small has goals they wish to meet. Each organization will have changes in its future and has to have certain set goals and objectives in place to help map out their course of action that will lead to their desired end result (Martin, 2009). In order for a company to successfully meet their final goal it is important for them to continually motivate their employees. According to Organizational Behavior by David Baack, motivation is what starts, maintains and stops behavior (Baack, 2012).

Organizations each have their own way to set goals and motivate their employees to reach those goals. There are numerous motivational theories that are widely used to help attain organizational goals, however a lot of times they will run into motivational problems that can be detrimental to reaching the goals. This paper seeks to exemplify one such problem and show how any kind of break in the motivational theory can be at fault. Once the problem has been assessed the theory of motivation will be used to explain what actions can be taken to change the disruptive behavior.

One of the biggest challenges that companies of all sizes face is ethical challenges. There are many ethical challenges that can affect motivation in the workplace including pay discrimination based on gender and race and losing jobs to countries where companies offer subsistence pay and poor working conditions which results in motivation issues in both countries (Baack, 2012). Ethical challenges can also be how professional an individual is in his or her work environment. A person's actions can have adverse effects on workplace motivation.

Personal accounts are the best way to show how ethical issues can become huge motivational problems. For example, this student has a family member who works for a very large public library. The family member works with an individual who is “crazy” by everyone’s definition. She has displayed many unprofessional actions that rightfully should have cost her job. However, this person has a Master’s degree and so human resources is a little apprehensive about letting her go. Her most recent actions have caused a major controversy in the library. She walked up to an underage patron she knew and was poking her and tickling her.

The patron clearly did not appreciate what was happening and asked her to stop. She proceeded to tease her putting her cold drink against the girl’s back. When the girl jumped, the drink was spilled all over the patron and her belongings. The patron was very upset and humiliated and several on-looking patrons reported the incident. There was a very big difference in what should have been done to handle the situation and what was actually done. Because her behavior has not improved and the worker has had several complaints regarding the incident, human resources should have released her from her contract.

This did not happen however because the worker claimed that the patron is the daughter of a coworker and she meant no harm. The lack of discipline by human resources has quickly diminished the motivation of other employees. The other employees feel as though the only reason they are keeping this individual on staff is because she has a Master’s degree. However, it is not ethical to keep a librarian on staff when she is acting inappropriately towards a patron simply because she personally knows them.

For this library, the human resource department is quickly losing its effectiveness because they are not taking care of the issue at hand. This example ties in well with Maslow's Hierarchy of needs motivational theory. Maslow's discussed five basic human needs: 1. Physiological needs which include basic bodily needs 2. Safety needs which are associated with security and protection 3. Social needs which include a sense of belonging, love, affection, acceptance, and friendship 4. Esteem which results from being held in high regard by peers, through respect, prestige, and recognition 5.

Self-actualization which involves feeling that one's life work is helpful or meaningful to other people, and that the work fulfills personal needs for growth, achieving one's potential, and being true to oneself (Baack, 2012)

There are many aspects of Maslow's hierarchy of needs that this library was clearly lacking. One of the most important concepts lacking in this library is safety. When co-workers witness another co-worker being highly inappropriate with a patron of their library, report it and see that the situation is not properly handled, they are not going to feel safe at work.

They may feel that because they saw that the individual got away with how they treated their patron, that individual might also get away with treating them badly as well. If this basic human need of safety is not met, then other basic needs will diminish as a result. Employees esteem could be affected by the lack of safety. If employee esteem is low, then they are not going to work to their best ability resulting in poor work quality. With poor work quality there could be less patrons and who knows, if the situation got bad enough this could ultimately lead to the end of that public library.

There are many different ways in which the human resource department could improve the levels of motivation in the library. One such way would be better ethical decision making. Making an ethical decision regarding the incident could have a positive outcome for this library. According to Frank Collins “ The potential effect of peer opinion on individuals in the workplace highlights the importance of organizational culture in controlling incidents of unethical behavior, a matter of public interest” (Collins, 2009). As one can see from the example above, motivation plays a vital role in the work place.

It takes a lot more than a pat on the back to ensure motivation. The human resource department has a huge ethical responsibility to ensure safe work practices are met. Having a safe and friendly environment helps the employees stay motivated and ensures that their basic needs are met. It is important for all employees working in human resources to be thoroughly trained in motivation. They need to know what and how to motivate employees. It is easy to conclude that the lack of motivation can make or break an organization.