

Alex and stephanie case study

Business



Motivational-Heighten error separates intrinsic and extrinsic motivators and says that extrinsic motivators lead to dissatisfaction in a Job if they are absent.

It also says that intrinsic motivators lead to Job satisfaction if they are present. This theory also says that intrinsic motivators do not effect dissatisfaction and extrinsic motivators do not effect satisfaction. In our case study, Alex feels very dissatisfied with his Job because of factors that affect the context or environment of his work. Salary is not that great, so

Alex feels dissatisfied, especially because another employee whom he feels doesn't deserve it, gets paid more than he does. He is dissatisfied with his supervision and the relationship that he has with that supervisor, but it doesn't mean he will feel satisfied if these problems are fixed. It will only mean he will no longer be dissatisfied.

To be satisfied with his work, Alex would need good content. He would need to feel achievement, recognition and responsibility. He needs to enjoy the work he is doing. Alex has a very repetitive Job with limited responsibility and recognition. Cause of the simplicity of stocking apples all day, it is almost impossible for Alex to feel any sort of achievement. Stephanie is also facing the same factors, but she is feeling very satisfied.

She receives a lot of recognition for the work she does and is given a lot of responsibility. This gives Stephanie the opportunity for growth, advancement and the chance for achievement. The loves the work she is doing. All of these factors lead to Job satisfaction. She is not dissatisfied because she has a very good relationship with her manager, and likes the way he supervises her.

Although the pay is not great, this factor is not strong enough to override all of the other factors leading to satisfaction. Expectancy Theory Stephanie and Alex have different levels of motivation. Because of the work environments they encounter on a daily basis, their outlook on their Job is very different and this is effecting their motivation. The expectancy theory suggests that one's motivation is higher if he or she receives positive feedback and rewards. Stephanie receives positive feedback from her boss Jonathan, which makes her more inclined to do her Job.

Throughout her regular workday, she gets the chance to try new things such as working at the checkout counter to stocking shelves.

While doing these different tasks each day Stephanie also sets goals with Jonathan that will benefit her. Jonathan tells Stephanie that if she sells a certain amount truffle oil bottles, she will receive a seventy-five dollar bonus. With any other aspect of her Job, Stephanie can apply the expectancy theory. She knows her effort will lead to high performance. The more effort she puts in, the better chance she has of selling the oil. E instrumentality of this goal is high because she knows that if she does sell the Oil, she will receive the bonus.

The Valence is also strong because the reward is something she values and wants. With the different Job tasks, positive feedback, and special bonuses that she could receive Stephanie motivation to come to work every day with a smile on her face increases. With effort on her part she will receive that positive feedback that she needs to be motivated and that will lead to

rewards that Nil satisfy her needs. On the other hand, Alex does not have a very motivating everyday work environment.

His boss Dan believes that his employees will benefit most from working in the same area each day. Alex wants recognition, Job rotation and responsibility.

In theory, Alex should have expectancy because the more effort he puts in, the better he can do his Job. Because of his manager Dan, Alex has no instrumentality to support his effort because he knows that his work performance Nil not lead to rewards, only a lack of punishment. In Ale's mind, this is not relevant or valuable to him unless he receives the respect he desires.

Therefore, Alex lacks the ' alliance he needs to be motivated through the expectancy theory. Although Ale's motivation is very low because he believes that he is being treated poorly and like he is getting nothing in return.

He needs the positive feedback from his boss in order to enjoy his Job and to help him have better Job performance. If he received some feedback from Dan then he would feel better about coming to work, which would motivate him to do better and possibly earn some rewards that satisfy his personal goals.