

# **EMPLOYEE MOTIVATION ANALYSIS IN ORGANIZATIONAL PERFORMANCE**

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## ***Abstract***

*The review evaluates written works and develops calculated structure and speculations. Comfort test led to exploration. This examination overview included 80 C-Town and Sameh Mall respondents. Incorporate information and conversation. Information was analyzed using Cronbach's alpha unwavering quality, Pearson relationship, and Simple Linear Regression in SPSS 20.0. Results showed a huge impact of frontline worker inspiration on hierarchical responsibility (emotional, standardizing and duration). The review offers some important suggestions.*

**Key Words:** Employee Performance, Job Satisfaction, and Motivation

## **1. INTRODUCTION**

Inspiration and efficiency are ideas that have become the subject of great interest among professionals and professionals. Some researchers have compared the two ideas. If we had to check the definitions, the document would be long and tiring. So we describe what we mean by these two terms and consider the problems knowing that representations will provide definitions. By inspiration, we mean how an individual or group is roused to act in an ideal way to win positive prizes or fulfill human needs. To be roused is to accomplish something which is unique; to be roused to go past the extraordinary mission at hand. That is to accomplish other things than you need to don't on the grounds that you are told to but since you need to. The idea of efficiency is one of the most popular and regularly utilized in the area of the board today. It is depicted as the ideal use of assets in the development of products and delivering of administrations that meet foreordained targets (Bahman khosravipour, 2019).

### **1.1 BACKGROUND**

Human assets are the backbone of any successful organization (Sriviboon and Jermstittiparsert, 2019). As written, the upper hand can be expanded or supported by a well-managed human asset (Sriekaningsih and Setyadi, 2015; Kerdpitak and Jermstittiparsert). With key HR management, the organization can achieve and use its assets at optimal levels, which will drive profits and success. Van Woerkom et al. propose that any organization can achieve its goals by using its assets optimally with good human asset management. The association's goals affect the worker's performance; the association can only achieve its goals with great performance. Position fulfillment, worker commitment, pay, preparing, working environment climate, and inspiration can affect representative presentation.

Long-term survivability and maintainability are mentioned in the current temperamental, dubious, and eccentric climate. The unpredictable climate affects business activities and the association's general exhibition and benefit. In 2009's global financial crises, Malaysian banks and financial areas were expected to perform poorly, but they couldn't match 1987-1998 Asian levels. On the monetary organisations' exhibit, the global financial crisis, world economy, and interesting financial climate are critical (van Woerkom et al., 2016). Malaysia's financial industry plays an important role in its public finances and monetary development. The financial industry is tied to the country's finances because it contributes to national income. The flow of financial assets and a productive and viable banking framework are helping Malaysia become a major league salary economy and intermediating assets in the region and other developing economies. The weather threatens the banks' general appearance. It should feature the specific areas and work within the interior climate where there is a control of drive performance and vital planning for efficiency improvement and should also focus on human resource policies for upgrading the work force quality for becoming a more serious economy (Sriekaningsih and Setyadi, 2015).

For the ceaseless advancement the bank should chip away at adjusting the targets and objectives of association and representative execution and spur their workers by fostering the positive workplace and appropriate phases of preparation. As indicated by the Mayer and Roberta (2017) as generally interior variables are under constrained by the association so the associations ought to focus closer on recognize and manage the inside climate. As per Kiruja and Mukuru (2018) there are a few elements like powerful preparation, representative inspiration, working environment climate, designs, frameworks and cycles can influence the singular exhibition emphatically or adversely. He additionally expressed that the representatives who are roused try sincerely and forever be faithful to their associations. Furthermore, the workers who are prepared well will perform better. Thus, the inward climate should be arranged in this manner that it gives an open door to share thoughts and trade the information, and formal and casual connections should be urged working spot to expand the presentation. Best employee execution leads to success. For effective work execution, representatives need inspiration and enough preparation to give them important skills. For the presentation and improvement of workers the significant variables are satisfiers or inspirations (Jalloh and Jalloh, 2016).

Associations can also limit representative behaviour, worker motivation, and work execution preparation. (Zhang, 2019) says that the chance to voice concerns, solid and consistent management, aware treatment, palatable benefits and remuneration, work security, happy working conditions, a functional responsibility, and a sound workplace are not inspirational factors, but rather fundamental requirements. Thus, preparing, workplace, and worker inspiration are fundamental factors the bank should consider for expanding the representative exhibition (Chrisbel m. Ncube, 2016).

## **2. LITERATURE REVIEW**

### **2.1 MOTIVATIONAL THEORY**

Few researchers, from Adam Smith to Abraham Maslow, have studied human behavior from different angles - financial, mental, behavioral, and so on. - To understand what drives people to

act the way they do. At the same time, they inspire. This section reviews some speculations and exact confirmations about inspiration and efficiency. Content and cycle speculations are two types of inspiration hypotheses. Previous arrangements with what propels and distinguishes individuals' needs, resources, and goals to fulfill these needs. Maslow's order needs, Herzberg's two-factor performance inspiration hypothesis have been proven. Process hypotheses emphasize the path of actual inspiration. These hypotheses examine the link between motivations and how behavior is initiated, coordinated, and maintained. The model is based on prediction, specifying value assumptions and objective assumptions.

Maslow's Hierarchy of Needs theory is perhaps the best-known theory of old-fashioned creative inspiration. Maslow (1943) identified five representative needs: physiological, happiness and security, social, self-esteem or self-image, and self-actualization. According to this theory, people have many needs that motivate them to work, and these needs are organized so that lower-level needs must be met before higher-level social needs motivate people workers work hard and develop their efficiency.

Frederick Herzberg created the two-variable inspiration and cleanliness hypothesis (Herzberg, 1966). Inspirations or natural factors like drive for accomplishment and progression, being treated mindfully and chivalrously, and positive acknowledgment are inborn in the gig and motivate employees to work harder. Cleanliness or extraneous variables, such as pay, benefits, and employer stability, can cause disappointment and lack of motivation if not present at certain levels. Viz (2014) argues that understanding agency needs can help us promote young professionals with competitive, information and technological capabilities. Considering how these professionals are currently commanding lucrative positions, we can infer that money alone is not enough to inspire action. To motivate employees, organizations must look beyond monetary rewards.

Victor promoted anticipation hypothesis because he believed representative effort would lead to execution and execution to prizes. Sure or negative prizes exist. The more certain the prize, the more energetic the worker. On the other hand, the more regrettable the prize the more uncertain the representative will be propelled to work harder. Porter and Lawler developed this theory (1968).

The mid-1960s therapist J. Stacey Adams created the value hypothesis of inspiration. The hypothesis suggests that inspiration depends on what a person considers fair (Redmond and Housell, 2015). According to International Journal of Economics, Commerce and Management, a person's perception of fair treatment can inspire them. People should be compensated fairly for their association commitments. A person's beliefs about what is fair can affect his inspiration, mentalities, and behaviour, and thus his execution. The value hypothesis focuses on the agent's workers' compensation relationship or "business relationship" and the agent's efforts to limit any feelings of unfairness. The imbalance of underpaying causes resentment and suffering, while overpaying causes guilt. (2015).

B.F. Skinner's support hypothesis states that positive worker behaviors will be repeated, while negative behaviors won't. A reinforce is a prize or motivator for achieving a specific goal.

Reinforces might be substantial like food or cash and they can be theoretical like endorsement or acclaim. Associations should support positive worker behaviors and discourage negative ones. Staff preparation and advancement are two methods.

## **2.2 PERFORMANCE**

In the early 1900s, Latham and Ernest (2006) believed inspiration was only financial. In the 20th century, it was found that more than money can motivate workers. According to them, job satisfaction is a key indicator of steady job performance, and happy employees are valuable. Inspiration is a mental variable impacted by workers' mental demeanor and wellbeing. So, individual needs can be met. Without these, one's self-confidence and fulfillment cannot develop. This could discourage expert and actual advancement and creation. Human needs hypotheses underpin inspiration. Bassette-jones "Hope, value, goal-setting, and support hypothesis have improved an inspirational model. Once worker needs are identified, authoritative goals and representative needs can be met. Low inspiration results from ineffective adjustment."

Representative performance depends on many factors like execution tests, worker inspiration, worker satisfaction, remuneration, training and development, employer stability, association structure, and others, but the area of research is centered exclusively on representative inspiration as this factor greatly affects representative performance. A persuasive employee has clear goals and objectives, so he coordinates his work accordingly. Ruther Crease says inspiration makes a team more productive because motivated members are always looking for better ways. Convincing employees to do their best, even under difficult circumstances, is one of their biggest challenges.

Agents need to receive fair compensation and pay and want their work to feel like they're getting it. Money is the main motivator; no motivational or inspirational strategy has its strong merits (Sare et al. 2004). He has an unparalleled ability to polarize and inspire people towards better performance. Research has suggested that rewards actually make reps grow, which directly impacts employee performance (Kalimullah et al., 2011). All organizations use compensation, promotions, rewards or other forms of compensation to inspire and energize the exposure of undeniable magnitude. To successfully understand compensation as an inspiration, supervisors must consider compensation structures, performance-based payouts, individual or one-time allowances, eligibility requirements, and Moreover.

Organizational performance can be arbitrary or professional (Otley, 1999). According to Otley, the emergence of unions depends on the work of the workers and the environment of the association. Hierarchical performance is the outcome of the agent's work, and the job performance is the result of the agent's work (Hunter, 1986). Since the purpose of this postulate is to show the connection between inspired workers and their exposure, hierarchical enforcement is ignored.

## **2.3 PROBLEM STATEMENT**

This study examines how employee motivation and job satisfaction affect service sector productivity.

## **2.4 RESEARCH GAP**

After observing the reviews of researchers regarding the identification of research gaps regarding the performance and development activities in organizational sector, industries in India may be expanded.

## 2.5 OBJECTIVES

The study aimed to measure industrial workers' motivation and job satisfaction. To achieve this, the sub-goals are:

- To ascertain the amount of worker motivation that now prevails in the industrial sector.
- Identification with the organization's objectives and values

## 2.6 RESEARCH HYPOTHESIS

H1: Organizational commitment is significantly impacted by employee motivation.

## 3. METHODOLOGY

The autonomous variable in this study is representative inspiration, and the dependent variable is hierarchical responsibility.

### 3.1 SAMPLE SIZE

The assessment was conducted with a comfort level test of (80) members, referring to tech-savvy workers in the C-Town and Sameh Mall retail stores in Jordan. Examples given represent male and female representatives.

### 3.2 COLLECTION OF DATA

This review-style exam focuses on an organization's status can be determined from survey data. Clarifications can also be framed using measurable data.

A poll has been created. As each study was dispersed, the analyst understood the titles to complete each review, and the respondents' personalities were kept confidential and the investment was voluntary.

### 3.3 INSTRUMENT

Data for the study were gathered using a customized questionnaire that was tagged with motivation and organizational commitment. The questionnaire design met the study's goals. Motivation and organizational commitment scales, as well as demographic multiple choice or categorical variables, were Likert scaled.

First section: age, gender, marital status, position, etc.

Reader rating part 2. The questionnaire created to collect data for the research objectives includes the following motivating factors: sense of participation, job security, help from a supervisor about personal matters, good salary, interesting work, skillful discipline, promotion or career development, good working conditions, loyalty of management/supervisor to employees, evaluation high prices for well done work, monetary rewards for well done work, etc. Respondents rated these questions on a 5-point Likert scale, ranging from (1) strongly disagree to (5) strongly agree. Understand the motivational styles of frontline workers.

The organizational commitment questionnaire used in the third component was developed in 1990 by Allen and Meyer. Six measures were used to assess affective, continuation, and normative commitment.

**3.4 TECHNIQUES FOR ANALYZING DATA**

Statistical software package for programming fact-checking in the social sciences (SPSS). To test and disaggregate study factors, and thus test hypotheses, the following tests and measurable tools were used: mean and standard deviation to determine trends central direction and variability of the response of modified tests to elements of the 'survey.

Correlation Cronbach Process quality efficiently. ANOVA Analysis and Pearson Correlation to test three auxiliary hypotheses.

**4. ANALYSIS AND INTERPRETATION**

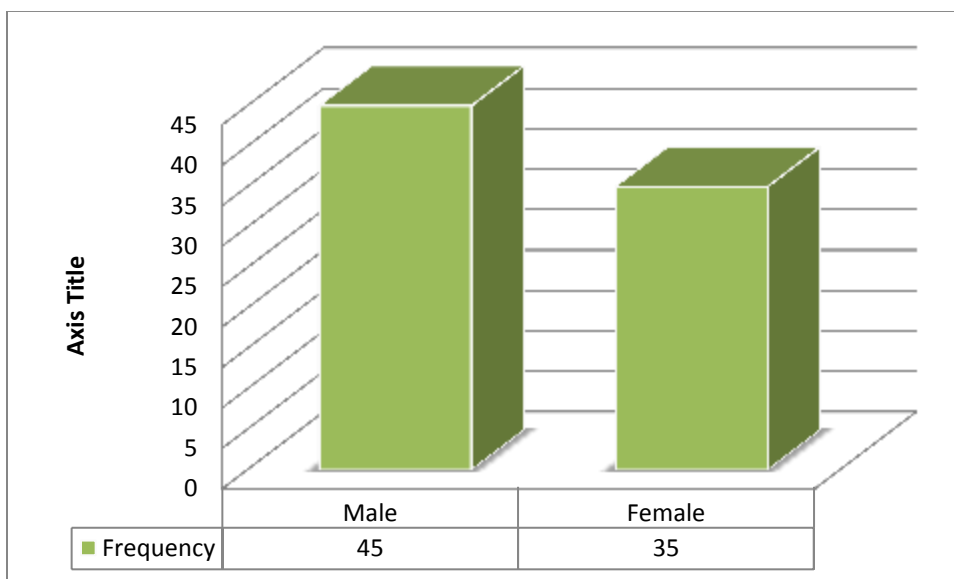
**4.1 DATA ON FREQUENCY AND DESCRIPTION**

126 questionnaires were sent to retail locations and Sameh Mall employees. Out of 100 responses, 3 were fragmented and excluded from the review, leaving 80 for analysis.

Out of 80 respondents, 45 (56.25%) are male and 35 (43.75%) are female; most have less than 6 years of professional experience (n = 30).

**Table 1 responders' gender**

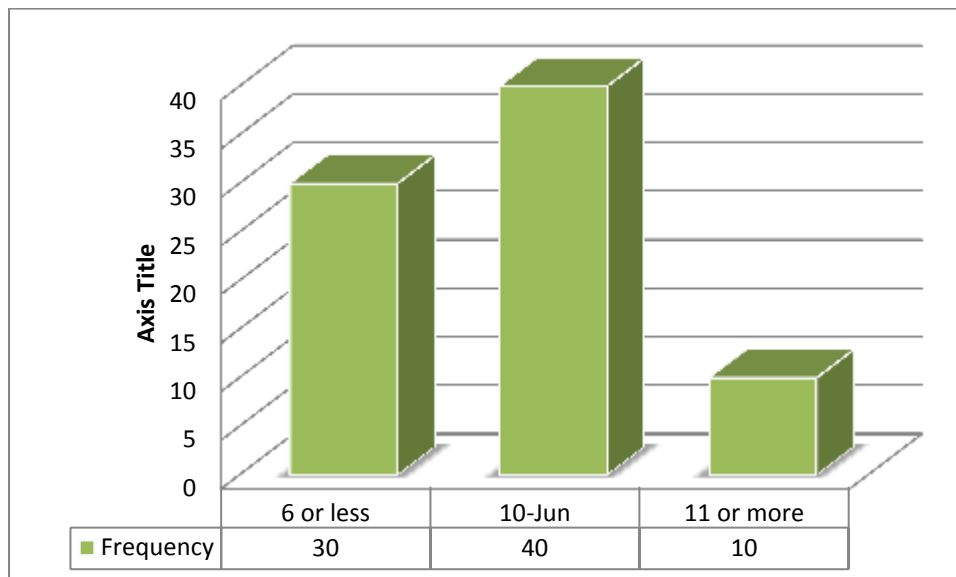
Gender	Frequency	(%)
Male	45	56.25
Female	35	43.75
<b>Total</b>	<b>80</b>	<b>100</b>



**Table: 2 respondents report**

Experience	Frequency	Percentage
6 or less	30	37.5

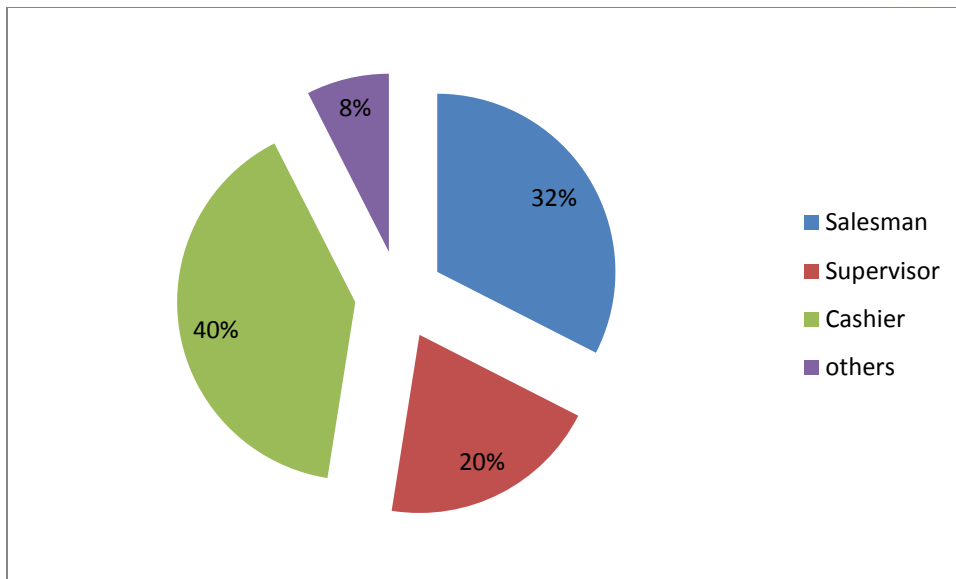
<b>6-10</b>	40	50
<b>11 or more</b>	10	12.5
<b>Total</b>	80	100



Cashiers (n = 32, 40%) followed by Salesmen (n = 26, 32.5%) and Supervisors (n = 16, 20%). 68.75% of respondents were 19 to 25 years old, 17.5% were 26 to 30, and 13.75 were at least 30.

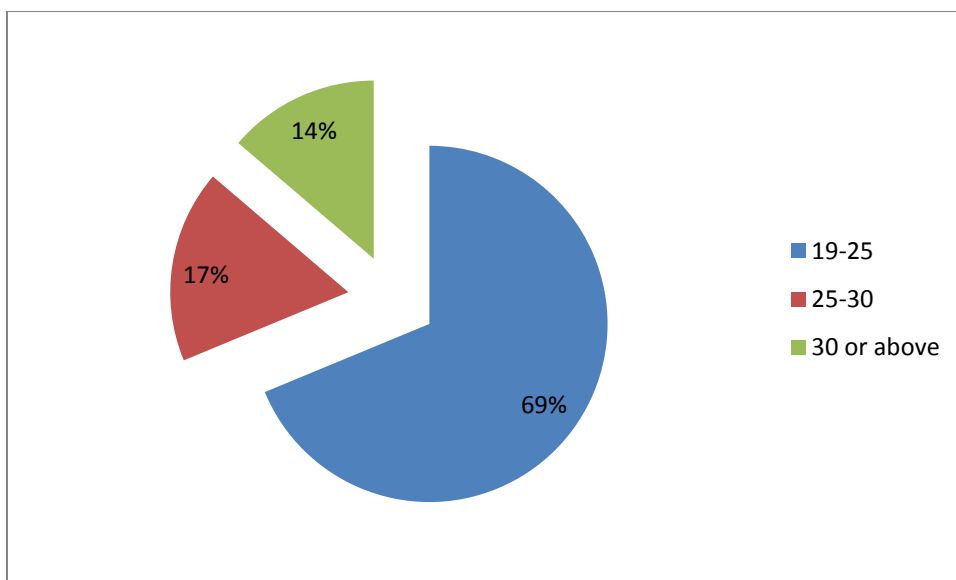
**Table: 3 jobs of respondents**

<b>Job</b>	<b>Frequency</b>	<b>Percentage</b>
<b>Salesman</b>	26	32.5
<b>Supervisor</b>	16	20
<b>Cashier</b>	32	40
<b>others</b>	6	7.5
<b>Total</b>	80	100



**Table: 4 respondents' ages**

Age	Frequency	Percentage
19-25	55	68.75
25-30	14	17.5
30 or above	11	13.75
<b>Total</b>	<b>80</b>	<b>100</b>



**4.2 TEST OF RELIABILITY**

Solid cronbach's alpha quality of representative inspiration and authoritative responsibility was defined as (.712). Sekar (2005) expressed that an alpha scale greater than (0.6) is considered a



large solid. In this way, the consistent quality of the analysis reflects a high degree of confidence in the information

**5. RESULTS**

**5.1 Motivation of Employee:** Table (1) gives the mean and SD of worker inspiration and each part. The average worker inspiration score is (3.6759), which is below the average of 4, indicating that most workers aren't inspired. Most representatives pick "Thoughtful discipline" as their best source of inspiration (4.3221), they feel comfortable and their partner's manners inspire them. The second most favored factor was "manager help with personal matters" (3.9477), indicating the importance of strong relationships between representatives and members. The final three categories are "Community Day for Great Crafts", "Money Link Pulse for Professional Work" and "Good Pay" with a GPA (2,8958), (2 .7852) and (2.9574), show no affirmation, compensation and price even though workers consider these variables necessary to motivate them.

**Table: 1 Mean and standard deviation for employee incentive questions**

Objects	Mean	Standard Deviation	Percentage
Involvement	2.7010	1.75645	54.87
Unemployment	3.5472	1.23270	56.67
Supervisor's personal help	3.9477	1.85644	63.67
Paychecks	2.9574	1.85774	40.98
Good job	3.9685	1.90573	61.45
Discretion	4.3221	1.96280	80.98
Career progression	3.8467	1.7437	56.23
Good workplace	3.0583	1.10790	61.75
Employee-focused management/supervision	3.8957	1.87558	52.36
Well-deserved thanks	3.6745	1.67578	52.95
Job performance bonuses	2.7852	1.67346	33.45
Public Celebration for a job well done	2.8958	1.87270	32.86
Total	3.6759	1.7867	53.46

**Affective dedication:** Table (2) shows that the average score for emotional responsibility is (2.821), which is low. "I feel major areas of strength for an of having a place with this association" and "I feel like 'part of my family' at this association" had mean qualities of (3.8954) and (3.8478), respectively, indicating workers' personal inclination toward their associations. "I would be extremely glad to use whatever remains of my profession in this association" has a lower emotional responsibility score (1.7465), indicating a desire to leave the organization.

**Table: 2 Each Affective Commitment question's Mean and Standard Deviation**

Objects	Mean	Standard Deviation	Percentage
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My dream job would be to work here.	1.7465	1.54786	40.45
I truly believe that I am responsible for the issues with this company.	2.7320	1.78944	55.86
This organization is 'my family'	3.8478	1.78563	61.44
I'm "emotionally attached" to this group.	3.8566	1.78436	55.37
This organization is important to me.	3.7823	1.89454	59.74
I have a strong sense that I belong to this group.	3.3254	5.78536	69.46
<b>Total</b>	<b>3.8954</b>	<b>1.83035</b>	<b>56.85</b>

**5.2 HYPOTHESES ARE TESTED:**

In order to test this theory, linear regressions were performed (Significant at 0.05 levels).

Main Hypothesis: Organizational commitment is significantly impacted by employee motivation.

The findings of the regression for employee motivation versus organizational commitment are shown in Table (1) below.

**Table 3 Regression model summary, key points**

Model	R	R Square	Adjusted R Square	Standard Error
Main hypothesis	.387	0.159	0.169	0.68864

**Table 4 Hypothesis ANOVA table**

Model		Sum of Squares	df	Mean Square	F	Sig.
Main hypothesis	Regression	8.448	1	8.458	17.829	0.000
	Residual	46.077	96	0.474		
	<b>Total</b>	<b>53.535</b>	<b>97</b>			

Table (4) shows that worker inspiration affects hierarchical responsibility (p = 0.000 0.05). Finding that worker motivation can be used to predict hierarchical responsibility means that if worker motivation increases, authoritarian responsibility can also increase, and vice versa. This means that representative inspiration improves the hierarchical accountability of employees. Based on R Square value (0.158), employee motivation could explain 15.8% of the representatives' hierarchical responsibility.

**6. DISCUSSION AND CONCLUSION:**

This study examined the relationship between agency inspiration and three hierarchical

accountability factors: sentiment, duration, and standardization. The review uncovered that there is a huge effect from representative inspiration of cutting edge workers of retail locations in Jordan on hierarchical responsibility (full of feeling, standardizing and continuation).

Representatives' inspiration and responsibility were examined and it was observed that the workers are neither propelled nor focused on their obligations.

As we saw from the examination, the specialists' demeanor and view of the persuasive elements changes, but greater part of them trust that "great wages" and "appreciation for an unparalleled piece of handiwork" assume a vital part in propelling them into playing out their obligations in a helpful way.

As we displayed in past examination, the solid connection between partners considered as the most persuasive figure that influence workers our review.

The current outcomes has demonstrated that the connection between's worker inspiration and full of feeling responsibility is most grounded ( $r = .345$ ), this was trailed by standardizing responsibility ( $r = .431$ ) and duration responsibility ( $r = .248$ ). Worker inspiration has minimal connection with continuation responsibility.

Representatives with strong emotional responsibility feel a close connection to the association and are more inspired to contribute than those with frail emotional responsibility.

Genuine convictions and obligation connect standardizing representatives to the association.

### **6.1 FUTURE SCOPE**

Therefore, future researchers interested in a similar study may be encouraged to undertake a study that can focus on the essential factors that could be considered the driving force behind the increase. employee efficiency. In the future, academics will be able to conduct secondary research that benefits the services sector. The open-ended questionnaire will help researchers conduct similar studies in the future and defend their work.

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