



Role of motivation on employee productivity among bank employees in Chhattisgarh, India

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Abstract

The present study analyzed the association among factors of organization environment and employee productivity with the help of motivation. This analysis helps to find the mediation role of motivation among bank employees in Chhattisgarh. The result shows that there is a vital bonding between work environment and productivity of employees. The motivation inspires the human resources to work more successfully and competently. The motivation helps to the employees to improve their effective job presentation. This outcome spot the value of work circumstances and inspiration through clearing up performance of bank employees with the support of good organization environment.

Keywords: Work environmental factors, Productivity, Performance, Motivation.

Introduction

Several businesses not succeed to recognize the significance of motivation for employee to obtain job satisfaction and thus face a lot of difficulties during their work. Employee is a crucial element in the process of achieving the goals of a business. Employees should assemble the performance criteria set by the organization to make sure the quality of their work. To bring together the principles of organization, human resources require a motivation that allows them to work generously without troubles that may control them from performing up to the point of their complete potential. The objective of the study is to analyze the impact of motivation in working environment on employee job satisfaction.

Literature review

The job performance of every employee is depends on the association between motivation and job performance. Sansone and Harackiewicz, Motivation directs certain behavior toward achieving a specific goal¹. Chaudhary and Sharma, Afful-broni Previous research have demonstrated that motivate employees are inclined to be more productive than non-motivated employees^{2,3}. Aisha and colleague's found that the variables incentives, motivation and working conditions have a significant effect on employee performance in an Indonesian university⁴. Earlier studies have also examined the impact of moderating and mediating task of motivation on workplace uniqueness and outcomes association. Consequently, scholars have recommended that more research on mediating variables in workplace conditions and outcome studies are needed. Kuvaas found that intrinsic motivation both moderated and mediated the relationship between performance appraisal satisfaction and work performance⁵. Geister and Hertel found that initial

motivation moderated the online feedback-performance improvement relationship⁶. Guo and colleague's study examined the mediating role of intrinsic motivation on the relationship between developmental feedback and employee job performance⁷. Barrick, Stewart and Piotrowski tested a model that examines the mediating effect of motivation on the relationship between personality traits and performance in a sales job⁸. Parker and colleague's tested the mediating role of motivation in a combination of several studies⁹. The above empirical evidence obtainable to motivation may act as a vital role in the work environment and job performance relationship. The model in the present study is a mediate one where it is anticipated that motivation act as mediator. Baron and Kenny, mediators explain how external events take on internal psychological significance¹⁰. The responsibility of motivation on the association between job environmental factors and work performance has not been examined in previous researches. The aim of this study was to test the relationship between job environmental factors and work performance with work motivation with a sample of bank employees in Chhattisgarh.

Objectives: i. To analyze the impact of motivation on employees' performance. ii. To assess the effect of level of motivation on employees and their work performance, iii. To understand the relationship between the employees and their motivational work environment.

Samples and data collection method

A structured questionnaire was distributed to public and private sector bank employees who were randomly selected from 7 banks in Chhattisgarh in this cross sectional study. The questionnaire was circulated among 120 bank employees but acknowledged 108 questionnaires. The questionnaire integrated

a letter that explained the purpose of the survey and assured confidentiality. These responding subjects were also sent reminders and requested that each question answered in order for the questionnaire to be measured complete, ensuring there were no missing data.

Data analysis and interpretation

Table-1: Employee work experience.

Factors	Total	%
0-1 years	38	35.19
1-2 years	30	27.77
2-5years	22	20.37
>5 years	18	16.67
Total	108	100

From the Figure-1 shows that 35.19% of respondents says that they have an 0-1 years experience in the organization. 27.77% of respondents say that they have 1-2 years of experience in the organization 20.37% of respondents say that they have a 2-years experience in their organization. 16.67 % of respondents say that they have more than 5 years experience.

Table-2: List of motivational factors.

Factors	Total	%
Job security	34	31.49
Promotion	18	16.67
Career development	30	27.77
Welfare measures	26	24.07
Total	108	100

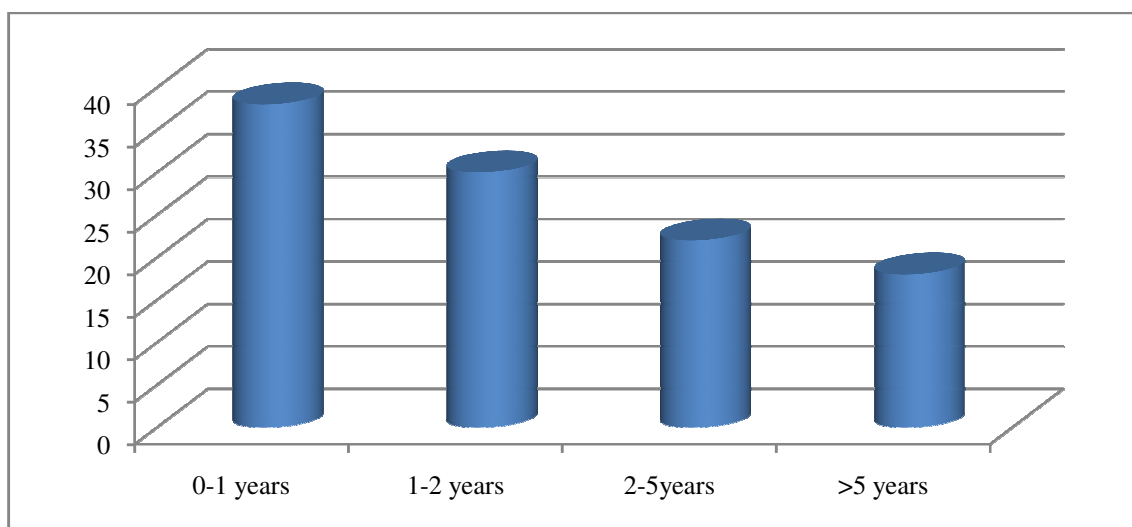


Figure-1: Employee work experience.

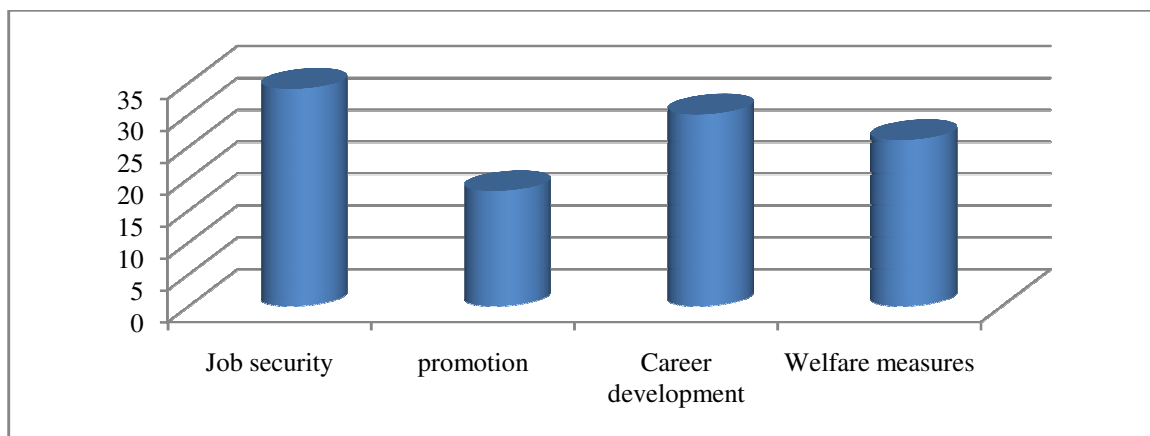


Figure-2: List of motivational factors.

From the Figure-2 shows that 34% of respondents feels that they have an job security in that organization, 30% of respondents feels that the organization has to be providing the good career opportunity from then 26% of respondents feels that they have an availability of welfare facilities in that organization 18% of respondents feels that they have an good promotion opportunity will be provided by the organization from them.

Table-3: Internal relationship among employees.

Factors	Total	%
Highly satisfied	38	35.18
Satisfied	30	27.77
Average	24	22.23
Dissatisfied	16	14.82
Total	108	100

From the Figure-3 35.8% of the employees are highly satisfied with work environment and 14.82% of the employees are dissatisfied with work environment.

Table-4: Motivational approaches.

Factors	Total	%
Awards	38	35.18
Rewards	30	27.78
Recognition	16	14.82
Promotional channels	24	22.22
Total	108	100

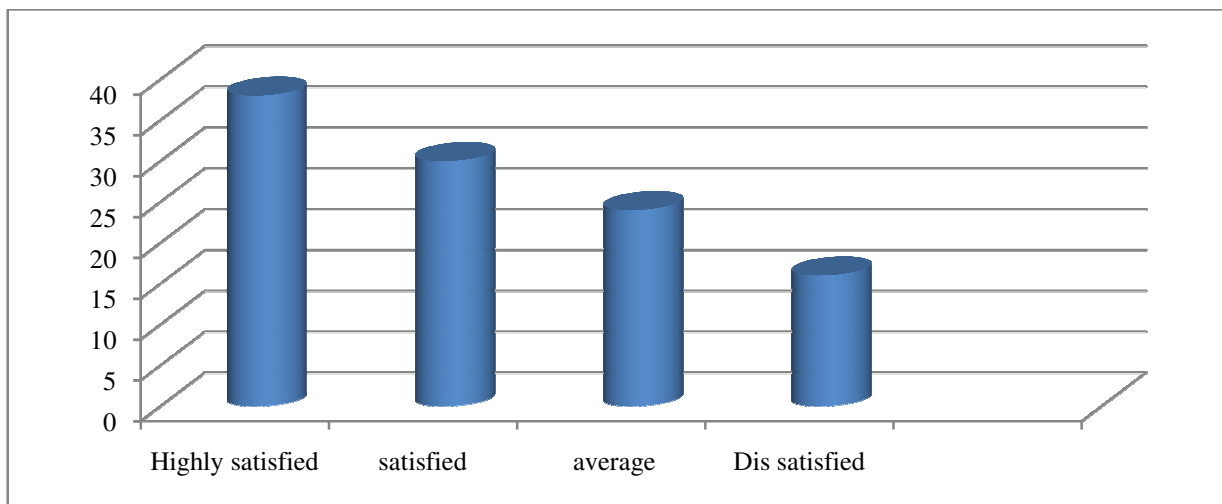


Figure-3: Internal relationship among employees.

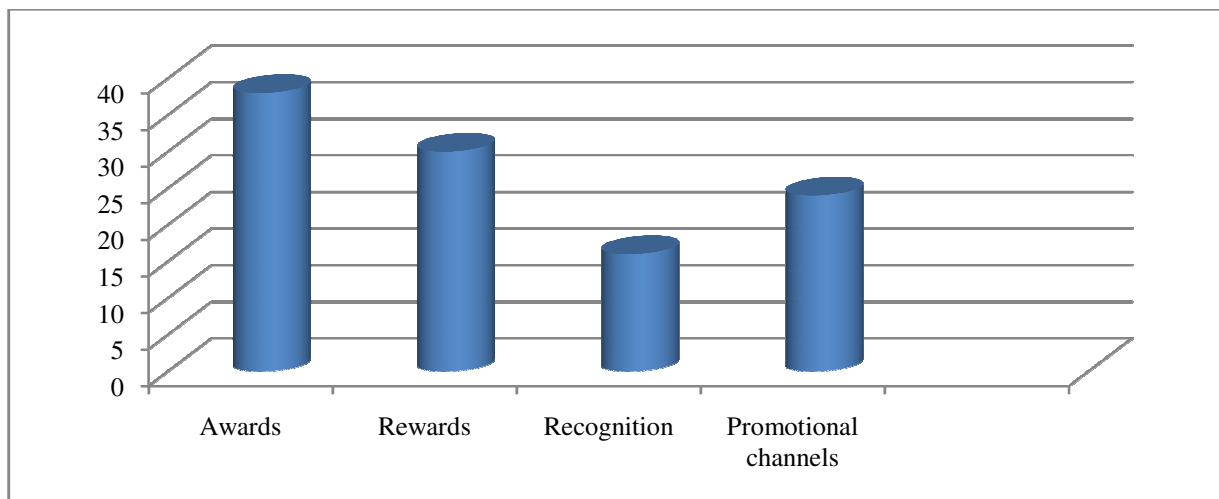


Figure-4: Motivational approaches.

From the Figure-4 35.18% of the bank employees believe that awards is the best factor of motivation and 27.78% of the employees believe that reward is the best factor of motivation and 22.22% of the employees believe that promotional channels are the motivational factors and 14.82% of the employees was vote for recognition.

Table-5: Motivational challenges.

Factors	Total	percentage
Personal issues	11	10.18
Educational background	24	22.23
Competition among employees	49	45.37
Reluctance again administration	12	11.11
Basis in management	12	11.11
Total	108	100

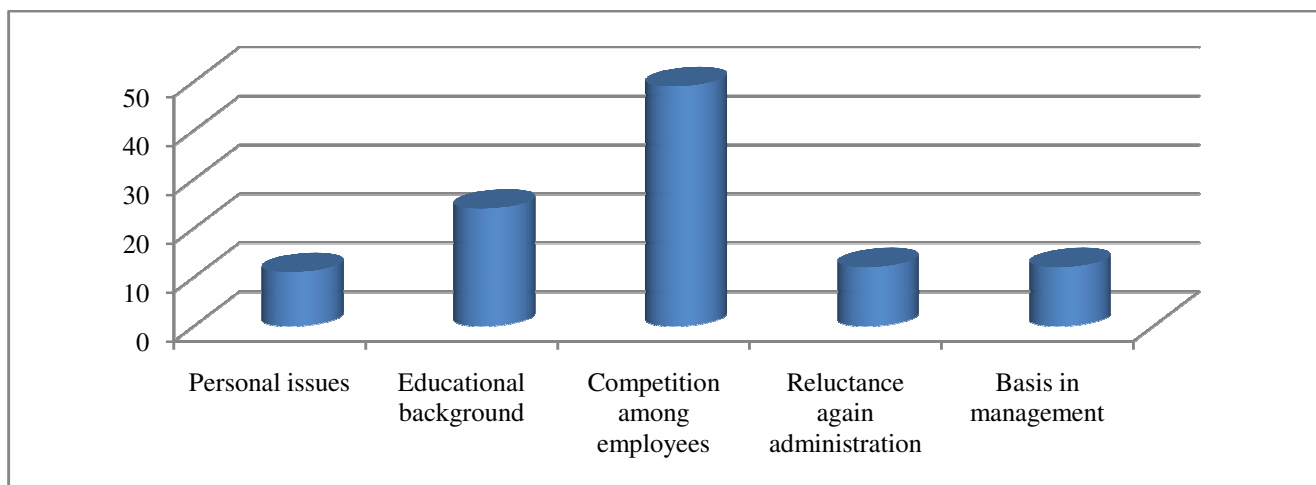


Figure-5: Motivational challenges.

From the Figure-5 45.37% employees positive feel that competition among employee is create the motivational challenge and 22.23 employees accept that educational background create competition among employees.

Table-6: Obstacles.

Factors	Total	%
Stagnation, lethargy, growth prospects	12	11.11
Lack of motivation and recognition	26	24.08
Decision taken by top authorities	50	46.29
Miscellaneous	20	18.52
Total	108	100

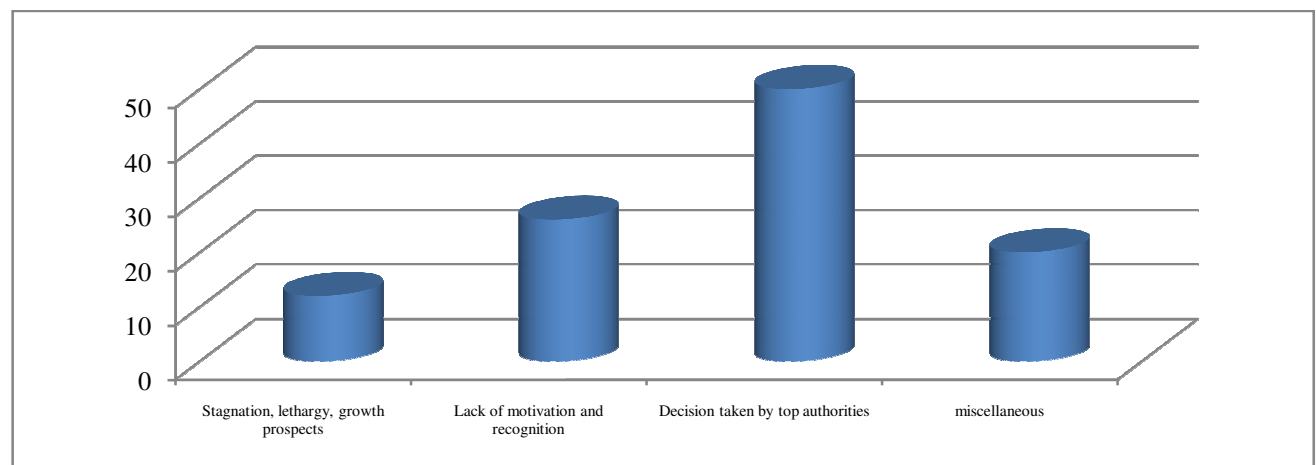


Figure-6: Obstacles.

From the Figure-6 46.29% of employees feel that decision taken by top management is primary obstacle in employee performance and 24.08 employees feel that lack of motivation and recognition is obstacle in employee performance.

From the Figure-7 60.18% employees have employee awareness and recognition of motivation and empowerment in Banks and 11.11% have no knowledge on employee awareness of motivation and empowerment.

Table-7: Awareness of motivation and empowerment.

Response /category	Total	%
Yes	65	60.18
Very little	31	28.71
No knowledge	12	11.11
Total	108	100

Table-8: Job satisfaction.

Factors	Total	%
Highly satisfied	34	31.49
Satisfied	42	38.88
Average	18	16.66
Dissatisfied	14	12.97
Total	108	100

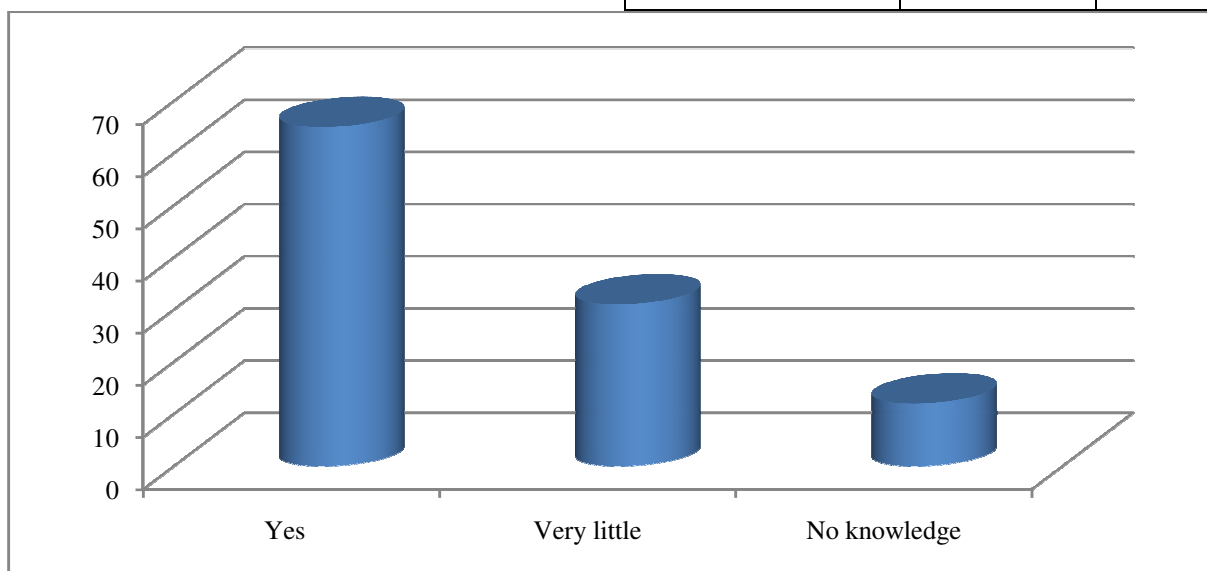


Figure-7: Awareness of motivation and empowerment.

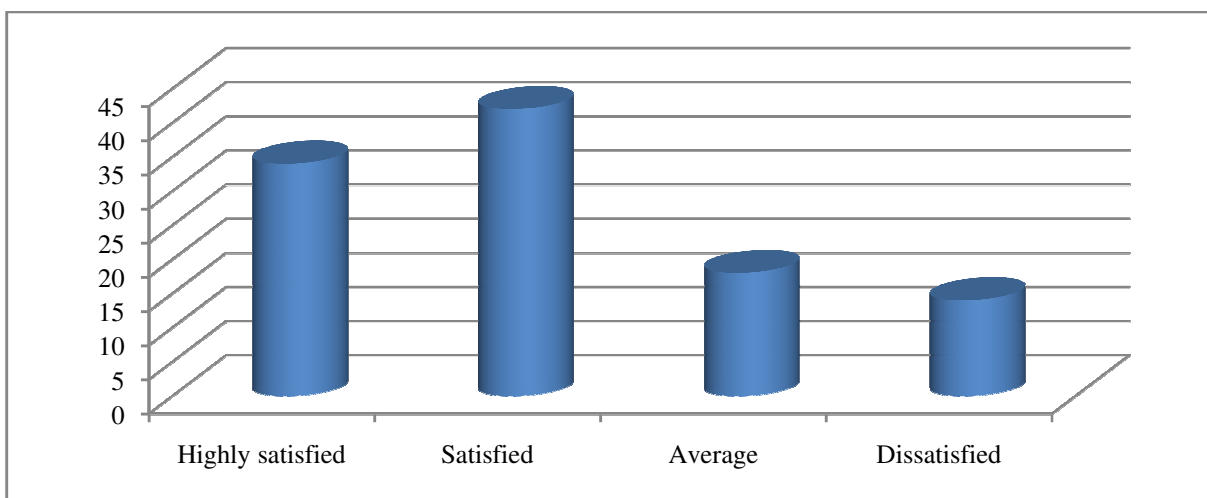


Figure-8: Job satisfaction.

From the Figure-8 38.88% employees are satisfied with their job and 31.49% employees are highly satisfied with their job and 12.97% of employees are dissatisfied with their job.

From the Figure-9 86.66% employees strongly agree that special wage hike should give to employees who perform their jobs very well in the organization.

Table-9: Special wage hike.

Factors	No of respondents	%
Strongly agree	93	86.11
Agree	8	7.40
Disagree	7	6.49
Strongly disagree	0	0
Total	108	100

Table-10: Physical working conditions.

Factors	No of respondent	%
Strongly agree	42	38.88
Agree	26	24.07
Disagree	22	20.38
Strongly disagree	18	16.67
Total	108	100

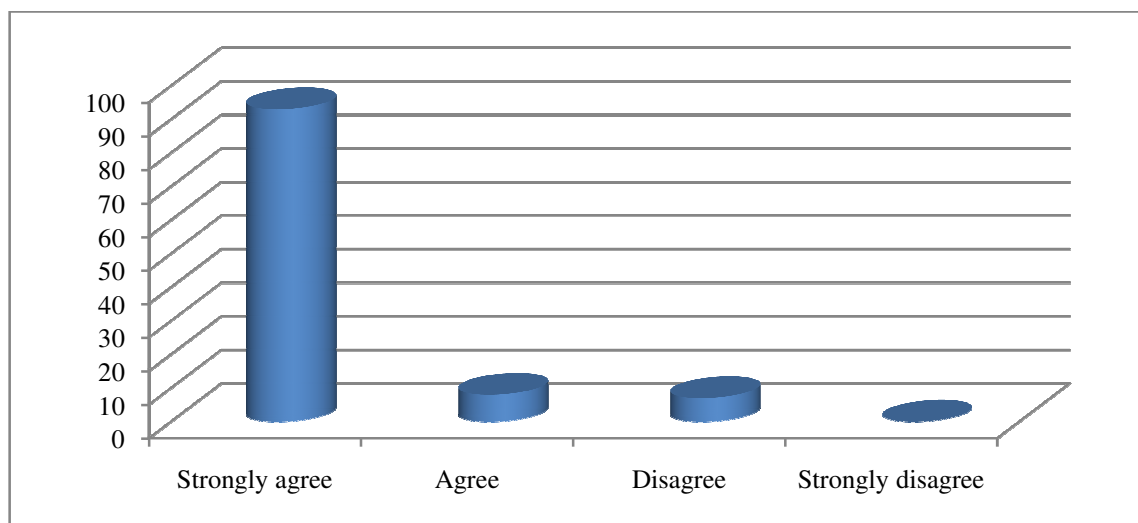


Figure-9: Special wage hike.

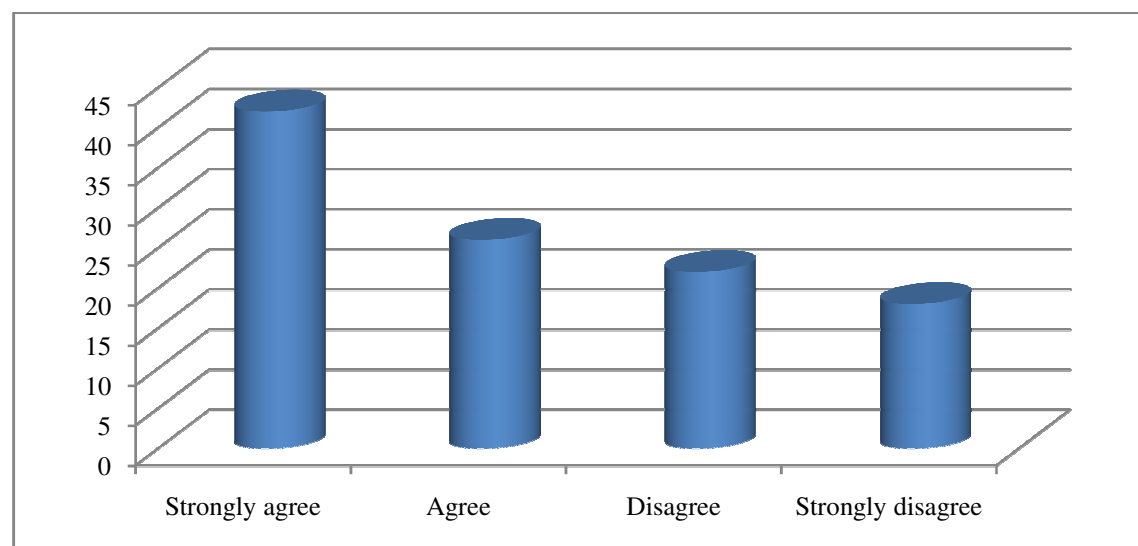


Figure-10: Physical working conditions.

From the Figure-10 38.88% employees strongly agree that Supervisor should give a good deal of attention of the physical working conditions of their employees.

Findings: i. Job safety is the utmost motivation aspect than any other. ii. There is a high association of the member of staff in the organization. iii. There is a low contribution of human resources in decision making. iv. Awards and rewards are the high rated motivation for employees. v. Very short motivation and recognition, decision taken by top authorities are obstacles for the better performance. vi. Employee's awareness of motivation and empowerment is very low.

Conclusion

Motivation plays an important role in an organization when it comes to performance. Each employee is dissimilar and what mechanism for one capacity not for the other one. The Significance of recognize different kind of managers and workforce in order to efficiently motivate them. Employees are much more sensitive to their relationship with their managers and the atmosphere, surrounding. A motivational factor creates a job satisfaction among employees and it leads to good work environment.

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