



## A Study Of Motivation And Performance Intermis Of Special Study In A Telecom Company Of Gaya, Bihar

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**Abstract:** *Employees are part of something bigger than themselves, but do they know it? from the first interview,potential candidates need to understand and share the vision of what they are doing as an organization that vision alone will motivate and inspire the team down to its junior members which comes back full circle in effectively facilitating company growth in recent decadesthere has been a tremendous shift in the structure and operating of organizations advancements in technology and skill diversity have fostered a modern workplace of skill and work flow interdependencies But for success in today's business world ,it is imperative for organization to understand the forces the performance of the employees and undoubtedly motivation is that tool which can boost up the performance of the employees .now its upon the management that now effectively they can handle this one . Through this research paper we discuss the following topic more widely .The result is based on 100 employees drawn from a telecom company the results emphasized the importance of motivation and its impact on the performance of the employees.*

**Key Words:** employees, bigger, interview,potential, candidate, organization, technology.

Motivation is one of the most important factors affecting human behavior. Motivation not only affects other cognitive factors like perception and learning but affect the total performance of an individual in organizational setting this is the reason why managers attach great importance to motivation in organization in fact, like has called motivation as the core of management.

The concept of motivation has 3 basic characters:

**1. Effort:** The amount of effort put into the activity identifies the strength of the person's work related behavior hard work usually reflects high motivation for ex: A student who work very hard to get top grades can be referred to as highly motivated.

**2. Persistence:** motivation is permanent and an integral part of a human being its second characteristic is persistence in the efforts motivation is continuously goal directed so that once a gal is achieved, a higher goal is selected and efforts are exercised towards the higher goal for ex: A professor who published simply to get a promotion and then stops or reduces the research efforts would not be considered as highly motivated .

**3. Direction:** persistent hard work determines the quantity of effort while direction determines the quantity of the anticipated out put All efforts are directed towards the organizational goals this would ensure that the persistent effort is actually resulting into accepted organizational outcome for ex:Aquality control inspector is consistently expected to direct his efforts is consistently expected to direct his effort in discovering defects in the produced items s that the organizational goal of high quality output is met. Before a manager receives training about motivation, he must first know the definition of motivation .corral states that motivation is the act of making desired behaviors more attractive or rewarding than those that are undesired desired actions and behaviors that are attractive to employ are those that result in tangible rewards are enjoyable or help and employ feel good about his accomplishments and do not seem more burdensome than necessary

According to dubin, "motivation is the complex forces starting and keeping a person at work in an organization motivation is something that moves the person to action and continues him



in the course of action already initiated"

**Objectives of the study:**

1. The main objective of this study is to determine the relationship between motivation and performance of the employees
  2. To identify which job factor such as work itself responsibility, recognition for work well done, advancement working conditions supervision, relation with coworkers, pay police and administration lead to motivate the employees.
  3. To identify feeling of the employee the need of something or there is a feeling that he lacks somethings.
  4. To determine that the person concerned, gets tensed at the very idea of his need not being satisfied.
  5. To determine that motivation techniques utilized to stimulate employee growth
- Significance of the study

Motivation and level of the performance are a reflection of human resource management effectiveness. This study investigates the extent to which academic and support staffs are motivated with their job and to what extent they are committed as well. More especially the current study examines the relationship between motivation and the overall level of performance of the employees at their job. Given the description the top management of institution will have a direction of investigate their employees level of motivation which can signal whether there is commitment from their finding may lead to new problem with deserves further investigation. And finally the study can help the management to take corrective action towards increasing organizational performance.

**Literature review:** Motivation and performance: People differ by nature, not only in their ability to perform a specific task but also in their will to do so. People with less ability but stronger will are able to perform better than people with superior ability and lack of will. Hard work is crucial to success and achievement. This belief was understood by ALBERT EINSTEIN when he said that "genius is 10% inspiration and 90% perspiration". This will to do is known as motivation.

Motivated people are in a constant state of tension. This tension is relieved by drives towards an activity and that is meant to reduce or relieved such tension the greater and the tension the more activity will be needed to bring about relief and hence higher the motivation.

Motivation is driving force which help causes us to achieve goals. Motivation is said to be intrinsic or extrinsic. The term is generally used for humans but, theoretically, it can also be used to describe the causes for animal behavior as well. This article refers to human motivation. According to various theories, motivation may be rooted in a basic need to minimize Physical, Pain and maximize pleasure , or it may include specific needs such as eating and resting, or a desired object, goal, state of being, ideal, or it may be attributed to less - apparent reason such as altruism, selfishness, morality, or avoiding morality.

Motivation is necessary for performance if people do not feel inclined to engage themselves in work behavior, they will not put in necessary effort to perform well. However performance of an individual in the organization depends on other factors too besides level of motivation. We can derive that the Performance of an individual in the organization is affected by:

1. Motivation of the individual
2. His sense of competence
3. His abilities
4. His role perception and

All 100 respondents participated in the survey this strategy allows for a more comprehensive study that illuminates that perspective of each and every employee of the organization. As a part of the survey, each participant also answered question related to performance, sense of competence, rewards etc. almost all respondents were working in a team and aged between 30-45 years.

**Results:** In the above mentioned table it can be seen that number responses were more for the last two factors I.e "self-esteem&self-actualization needs." It's just because the survey has



been conducted at the higher level and at this level the first three levels of employees are already satisfied up to a much extent. Employees who report the higher level of motivation with a very good performance and less likely to report an intention to leave Employees having low performance were less motivated, not very much interested in their work.

**Limitation:** There are some limitation to this study and one is the limited amount of responses form respondents side. This survey can be combined enhance and confirm the results. Also or future more research can be carried out with a greater number of participants that are compared to other organizations. It may also be beneficial to study if I could include some female respondents too.

**Conclusions&,Suggestions:** Theoretically, it is important to understand how and why motivation affects people's success in the workplace. Practically, it is important for managers to know whether performance can be Extrinsic motivation comes from outside of the individual. Common extrinsic motivations are rewards like money and grades. Coercion and threat of punishment. Competition Is In general extrinsic because it encourages the performer to win and beat other not to enjoy the intrinsic rewards of the activity a crowd cheering on the individual and trophies are also extrinsic incentives

**Study methodology:** A total sample of 100 employees were taken randomly who were working in a reputed telecom organization located in Patna. Bihar.

**5. Organizational resources:** If any of the elements is taken away performance will be affected adversely Motivation and sense of competence mutually influences each other, Reward, as a result of individual's performance, affect the level of motivation. If the reward is perceived to be of valence and equitable, this energizes the reward is perceived to be of valence and equitable, this energizes the individual for still better performance and this progress goes on. Thus motivation will lead

to higher performance by an individual's

1. Efforts for higher performance
2. Lower rate of absenteeism
3. Loyalty and stability with the organization and
4. Adaptation to organizational change

However there are so many intricacies in motivation-performance relationship but the most important how an individual can be motivated for better performance.

**Intrinsic and extrinsic motivation:** Intrinsic motivation refers to motivation that is driven by an interest or enjoyment in the task itself and exists within the Individual rather than relying on any external pressure intrinsic motivation has been studied by social and education psychologists since the early 1970s. Research has found that It is usually associated with high educational achievement and enjoyment by students Explanations of intrinsic motivation have been given in the context of fritz header's attribution theory, Bandura's work on self-efficacy and Deco and Ryan's cognitive evaluation theory (see self-determination theory) Students are likely to be intrinsically motivated if they

- Attribute their educational result to internal factor that they can control (e.g. the amount of effort they put in )
- Believe they can be effective agents in reaching desired goals (i.e. the results are not determined by luck),
- Are interested in mastering a topic rather than just rote-learning to achieve good grades.

Enhanced by motivation in any organization. To know more about the employees and to enhance their must performance managers must anticipate the needs of their employees and if possible consider these suggestions:

1. Show your care: recognize every single Employee's birthday send gifts for new babies .and weddings Be involved In employees' lives to let them feel loved and valued not only .as employees, but also as family members and as human beings "when people are loved, they will give more than you lives





to let them can imagine they could for you and your . Cause,

2. Recognize the good:When someone is doing something awesome tell them. Recognize .the individuals on your team on team who receive good feedback from your clients it's . important for employees to feel their efforts are being recognized and the recognition

3. Promote from within:When your employees see that there is room to advance their . Career within your organization it speaks volumes. Find out what skills and talents the .Different members of your crew possess and find ways to develop those skills for future . Use in your business. When you have a stellar team member help invest in the training .They need to advance as your company grows.

4. Bring on the fun:refreshment is also necessary to maintain the good work of the .Employeeesso for that purpose break from work is

must, for the holidays the company .Hosts a fancy dinner and movie premier night for each employee plus one these.Celebrations acknowledge to employees that the organization can't succeed without them. . The common theme in all of these ideas is caring.

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