



An Assessment on the Impact of Motivation on Employee Performance at the Workplace

¹Elizabeth James, ²Dr. G.M. Shaju

¹DMI ST- EUGENE University, Zambia.

²Registrar, MIANZ Int. College, Maldives

DOI: <https://doi.org/10.55248/gengpi.2023.4.32680>

ABSTRACT

The primary goal of the study was to identify the driving forces behind employee performance at work. A total of 100 respondents were given semi-structured questionnaires to complete, and 84 of them responded, representing an 84% response rate. The research plan for the study used both qualitative and quantitative techniques. A descriptive statistical method was used to assess the data. The study findings were presented using tables and figures.

According to the survey, the reasons for underperformance include low salary, nepotism, tribalism, and corruption in the promotion process. Training and growth, however, are the current motivating factors at work, it was noted. The study came to the conclusion that nepotism, corruption, tribalism, low remuneration, and a lack of empowerment are to blame for the lack of motivation and subpar performance of public sector workers. The strategies relating to training and development are, nevertheless, very well carried out. The researcher suggests that management reexamine its motivating tactics and put them into practice to inspire all personnel to improve their performance and, as a result, accomplish the organization's goals.

1. Introduction.

The main resource of an organization is its workforce, who must be happy and motivated in order to achieve the objectives. Throughout the era of human resource management, motivation on workers' work performance was established globally as a strategy that was offered to increase the organization's efficiency and performance. In any firm, employee job performance is greatly influenced by motivation, 2006's Calder. The motivational aspects that significantly improve an employee's performance are intrinsic and extrinsic.

2. Problem Statement

Absence of appropriate motivational elements and the application of motivational tactics could lead to losses, which could ultimately result in underperformance, high labor turnover, high absenteeism rates, and a negative attitude toward work. In Malawi, the population no longer has faith in police officers. Because people do not fear or trust police personnel, this has also contributed to a high rate of crime. The study aims to examine how motivation affects the performance of the Malawi Police Officers in light of these factors.

3. Objectives of the study

1. To determine how motivation affects employees' performance.
2. To investigate how performance is impacted by nepotism in promotions.
3. To investigate the impact of financial incentives on employee performance.
4. To learn how training and development may impact police personnel performance.
5. To investigate how expressing gratitude and appreciation to coworkers can enhance productivity.
6. To learn how employee empowerment may affect workers' productivity.

4. Literature Review

- According to Mitchell (1982), motivation is concerned with action and the internal and external factors that affect a person's decision to take a certain course of action.

- A study named "Impact of Workers Motivation on Organization Effectiveness" was conducted in 2014 by Quaratul-Ain Manzoor. The goal was to pinpoint the important effects of a motivated employee on the business. He discovered a link between organizational effectiveness and employee motivation. However, he came to the conclusion that businesses should try to recognize, empower, and allow employees' participation in decision making and implementation process in the organization.
- L. Jeneffa, J. S. Kadyan, and J. Sugirtabai made an empirical study towards Work Life Balance among Banking Professionals in Madurai Region. They found that age and education qualification are the factors influencing satisfaction level of work life balance at the workplace.
- Similar to this, Mensah and Tawiah (2015) started a study in Ghana titled "Employee Motivation and Work Performance. In the study, motivated employees' effects on Ghanaian mining businesses were empirically compared. According to the study, management placed a high value on worker motivation, both intrinsic and extrinsic, with a particular focus on the health and safety of the workforce because mining carries a high level of risk and contributes significantly to Ghana's GDP.
- However, in 2015, Joseph did a study with the title "The Effect of Employees' Motivation on Organizational Performance" to determine whether a motivated employee may produce more energy for the expansion of the company. The study advocated creating an environment at work that supports high productivity after looking at numerous relevant theories. This covers both external and internal problems, particularly the use of participative management techniques.
- The empirical study by Akhtar, Hassan, and Salmon (2014), titled "Factors affecting employees' motivation in Pakistani banking sector," sought to identify the connections between various motivating variables for employees. Multiple regression analysis revealed that every variable present in both extrinsic and intrinsic factors had a favorable effect on employees' motivation.

5. Research Methodology

5.1 Data Collection - The survey method is used to gather information from respondents using a structured questionnaire created in accordance with the study's goals. Secondary data, which is limited to the paper's conceptual framework exclusively, has been gathered through a variety of journals, books, and the internet.

5.2 Sampling Design - A convenient sampling size of 100 respondents has been randomly selected.

5.3 Data Analysis - The acquired data is subsequently edited, combined, and put through a proper statistical test before being presented as tables.

5.4 Statistical Tools Used - Simple Percentage Analysis statistical tools have been used in the study for the purpose of analysis.

6. Data analysis and Presentations

- Arabic numerals should be used to identify each table or figure. There should be a caption for each table or figure. The authors might find the sample below to be useful.

6.1. Gender of respondents

- This study sought to determine how often men and women at National Police Headquarters responded to surveys.

Table 6.1. showing Gender of Respondents at National police Headquarters.

| Gender | Frequency | Percentage |
|--------------|-----------|------------|
| Male | 60 | 71.4 |
| Female | 24 | 28.6 |
| Total | 84 | 100 |

Source: Primary data

Interpretation

In this study, it was determined how frequently questionnaires were answered by men and women at National Police Headquarters. The results showed that 28.6% of respondents were women and 71.4% of respondents were male police officers.

6.2. Impact of Financial Incentives on performance

The study wanted to find out if employees receive any rewards in the MPS. The findings are presented in Table 4.6.

Table 6.2. showing whether the respondents receive reward in the MPS or not.

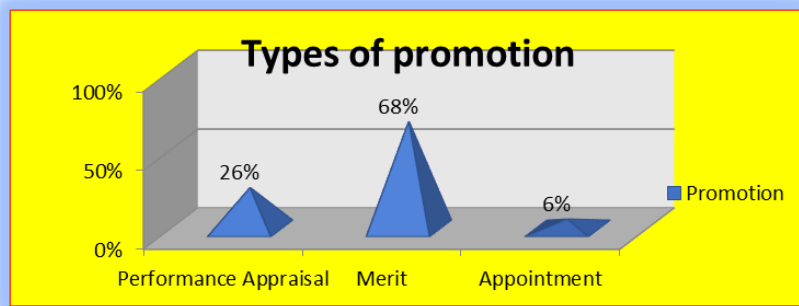
| | Yes | | No | |
|-------------------|-----------|------------|-----------|------------|
| | Frequency | Percentage | Frequency | Percentage |
| Benefits received | 73 | 86.9 | 11 | 13.1 |

Source: Primary data.

According to Table 4.6 from the study, 86.9% of respondents acknowledged receiving some perks from their place of employment. Free uniforms, salaries, leave travel reimbursements, and bonuses are a few examples of these benefits.

6.3.Effective way of promotion

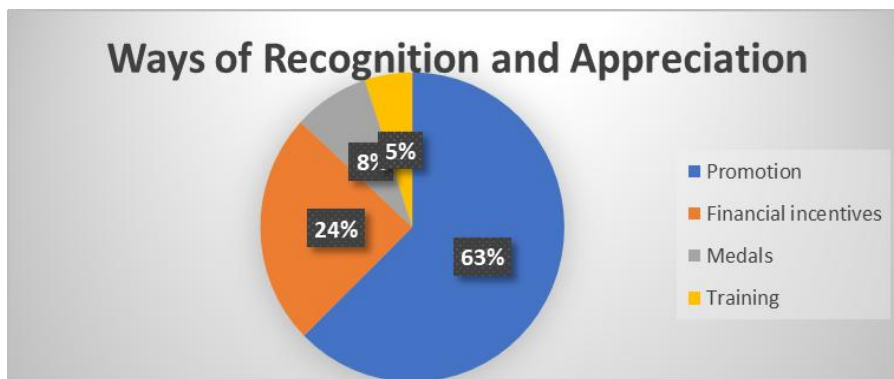
The respondents were asked to indicate what could be the most effective way of promoting them. According to the study, 68% of the participants would like to be promoted by management based on merit. A minority of respondents (26%) thought that promotions might be made based on performance. Ultimately, 6% favored the President's appointment or elevation.



Source: Primary data.

Figure 6.1. showing the effective way of promoting employees at National police Headquarters

6.4.Ways of Recognition and Appreciation in the Malawi Police



Source: Primary data.

Figure 7.2. Showing Preferred ways of Appreciation and Recognition in the Police.

Interpretation

According to the findings, 30 respondents (or 63%) wanted to be recognized through promotion. Twenty respondents (24%) said they would choose monetary reward. While 4 respondents (5%) believe that training is a component of recognition in the MPS, and 7 respondents (8%) would like to be acknowledged with medals.

7. Conclusion

The study discovered that, despite the Malawi police department having defined criteria for promotions, these standards were not upheld because of internal corruption, tribalism, and nepotism, which demoralizes employees and causes underperformance. The study also found that the firm did not use financial incentives to reward workers and that the current compensation structure did not work to draw in and keep high-performing workers. In the MPS, career advancement was, in our perspective, quite beneficial and motivating. The study also found that providing police personnel with the opportunity to get training and tying their professional growth to the organization's strategic direction improved their overall performance. The study came to the conclusion that promotion is the most important component of expressing gratitude to employees, which also enhances their performance. The study comes to the conclusion that giving employees more autonomy, sharing knowledge, and delegating authority motivates them to put out their best effort.

8. Suggestions

The conclusion of this study is that the police should stop engaging in corrupt activities, tribalism, and nepotism in order to enhance staff performance. The MPS should also review its promotion policies and put them into practice as they are the most effective incentives for raising employee productivity.

References

1. Helen, S., Jacques, B., (2002). "Factors Affecting Motivation during the first six weeks of treatment", *Addictive Behaviors*, 28(2003), pp. 1219 – 1241.
2. Kumari, N. (2014). Using performance appraisal as an effective tool for motivating employee performance: a live study. *Business Perspectives & Research*, Vol. 2, Issue 2, pg. 37-46.
3. Leena J., Kadyan J.S., Sugirtabai J., (2017) Work life balance among Banking Professionals in Madurai Region, Vol.3, Issue 5 October 2017 page 168.
4. Roberson, Q. M. & Stewart, M. M. (2016). Understanding the motivational effects of procedural and informational justice in feedback processes. *British Journal of Psychology*, Vol. 97, Issue 3, pg. 281-298.