

A STUDY ON EMPLOYEES MOTIVATIONS AND IMPACTS OF EMPLOYEE PERFORMANCE IN IT SECTORS

Submitted in partial fulfillment of the requirements for the award of

MASTER OF BUSINESS ADMINISTRATION

by

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Register No: 40410048



SCHOOL OF MANAGEMENT STUDIES

SATHYABAMA

INSTITUTE OF SCIENCE AND TECHNOLOGY

(DEEMED TO BE UNIVERSITY)

Accredited with Grade “A” by NAAC | 12B Status by UGC | Approved by AICTE

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MAY 2022



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SCHOOL OF MANAGEMENT STUDIES

BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of **DINAKARAN M 40410048** who carried out the project entitled "**A STUDY ON EMPLOYEES MOTIVATION AND IMPACTS OF EMPLOYEES PERFORMANCE IN IT SECTOR**" under my supervision from January 2022 to March 2022.

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Submitted for Viva voce Examination held on_____

Internal Examiner

External Examiner

DECLARATION

I **DINAKARAN M (40410048)** hereby declare that the Project Report entitled “**A STUDY ON EMPLOYEES MOTIVATION AND IMPACTS OF EMPLOYEE PERFORMANCE IN IT SECTOR**” done by me under the guidance of **DR.N.KUMAR Dr. N. KUMAR, MA, MPhil, MBA, PhD Assistant professor** is submitted in partial fulfillment of the requirements for the award of Master of Business Administration degree.

DATE:

PLACE:

DINAKARAN M

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DINAKARAN M

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ABSTRACT

Motivating employees begins with recognizing that to do their best work, people must be in an environment that meets their basic emotional drives to acquire, bond, comprehend, and defend. So say Nohria and Groysberg, of Harvard Business School, and Lee, of the Center for Research on Corporate Performance. Using the results of surveys they conducted with employees at a wide range of Fortune 500 and other companies, they developed a model for how to increase workplace motivation dramatically. The authors identify the organizational levers that companies and frontline managers have at their disposal as they try to meet workers' deep needs. Reward systems that truly value good performance fulfill the drive to acquire. The drive to bond is best met by a culture that promotes collaboration and openness. Jobs that are designed to be meaningful and challenging meet the need to comprehend. Processes for performance management and resource allocation that are fair, trustworthy, and transparent address the drive to defend. Equipped with real-world company examples, the authors articulate how to apply these levers in productive ways. That application should not be selective, they argue, because a holistic approach gets you more than a piecemeal one. By using all four levers simultaneously, and thereby tackling all four drives, organizations can improve motivation levels by leaps and bounds. For example, a company that falls in the 50th percentile on employee motivation improves only to the 56th by boosting performance on one drive, but way up to the 88th percentile by doing better on all four drives. That's a powerful gain in competitive advantage that any business would relish

Keywords:

Employee motivation, performance, satisfaction, Decision making, Motivation, Productivity, Organizational goals, Organizational Performances and Job satisfaction, etc.

CHAPTER-1

INTRODUCTION

1.1 INTRODUCTION

The project program is associate degree initiative that bridge the gap between the information and its application through a series of interventions which permits to achieve insights and exposure to the business. The project program provides a good opportunity to experience the practicality in terms of the subjects studied. It also gives an opportunity to learn theoretical concepts by applying them in real life practically in the work place and help understand the corporate culture and disseminate them with the corporate code of behavior and at the same time discover the professional strength and weakness align with the changing company environment and to sharpen domain knowledge and get insight on cross functional skills .The present study was completed on the topic “A Study on Employee’s Motivation and its Impact on Employees Performance. The study is directed to comprehend the various s motivational factors that motivate the employee’s to improve their performance.

Managers within companies or organizations are primarily responsible to ensure the tasks or job is done through employees in the right way. To achieve this, these managers must ensure that they have a competent personnel department for the recruitment of the best employees that are capable to do the job. For the company to optimize employee’s performance there is need for the employees to be sufficiently motivated. Therefore, motivation in theory and practice becomes a difficult subject touching on several disciplines. Although a lot of scholarly research has been written on motivation, this subject is not clearly understood and more often than not poorly practiced.

1.2 Background of the Study

Motivations are energizing factors and are the main cause for movement of any living organism including human being. Because, motivation will keep the workers committed to their duties and do their jobs seriously and joyfully. One of the reasons for successfulness of employees and thus organizations is the presence of motivational factors at high degree in those organizations.

The concept of motivation is used to explain the distinction between employees which have the same talents, abilities and opportunities to do their jobs in a similar organization and are under the same employment conditions and with the same acilities, but demonstrate different performances. These employees perform their jobs in such a manner that the jobs are required to be done with relatively more efforts, so they can try more to play the role for which they are asked (Ramprasand 2003). Thus, improved productivity is driven by positively motivated employees by the organization (Oosthuizen, 2001).

The awareness of the motivating factors and factors leading to increased job satisfaction allow the implementation of targeted strategies of continuous improvement (Unterwiesing et al., 2007). Bolman and Deal (2008) showed that when workers are dissatisfied with their work they withdraw and exhibit behaviors such as absenteeism, rebellion and attitude that affects their performance which leads to loss of productivity and effectiveness in the organization but if they are satisfied with their jobs they effectively utilize their skills and the organization benefits. Bearing this in mind one can see that satisfaction at job is important to both the workers and organization.

1.3 NEED OF THE STUDY

The basic need of the study was to identify the motivational factors and its impact on employee's performance as motivation plays a vital role on employee's performance and productivity of the organization. Hence a project was conducted to see how different variables motivate employees and support the organization to improve the performance of employees.

1.4 SCOPE OF THE STUDY

This project study was conducted on private sectors and IT sector's and all other company study was conducted on about 80 to 120 employees and survey was conducted on employee's of different culture, levels and on employee, with different experience and different qualification. And closed ended self-developed descriptive questionnaire is used for data collection from the responders. This also improves employees relationship with the management and employee's performance.

1.5 OBJECTIVES OF THE STUDY

- The objectives of the study are
- To analyze about the various factors leading to motivation of employees.
- To assess the relationship between the motivation and performance.
- To suggest strategies to enhance the motivation level.

1.6 SWOT analysis Introduction

SWOT Analysis is an acronym for strength, weakness, opportunity, and threat. It is the structured planning method that evaluates those four elements of an organization. SWOT analysis can be conducted on any organization, products, places or person. SWOT analysis involves specific the objective of the organization and identifying the internal and external factors that are favorable and unfavorable to attain their objectives of the organization. The extent up to which the internal surroundings of the organization matches with the external surroundings can be expressed by the model of strategic fit.

- **Strength:**
It Characterize advantage over others.
- **Weakness:**
It Characterize disadvantage relative to others
- **Opportunity:**
It is a environment that the business or project could exploit to its advantages
- **Threat:**
It's an environment that could cause trouble for the business of project.

1.7 Organization of the Research Report

This research has five chapters. Chapter one provided the introduction, background of the study, statement of the research problem, research objectives, research questions, justification and significance of the study, delimitation and scope of the study and definition of key terms. Chapter two presented with the definition of motivation, importance of motivation, theoretical literature review, empirical literature review, conceptual framework and a research gap. Chapter three presented the research design, target population, sources of data and data collection methods, reliability and validity of the research design, ethical consideration and problems in the research. Chapter four consisted of data presentation, data analysis and discussion regarding the effect of motivation factors on workers' performance. And last is chapter five which presented the conclusion of the research findings/results and recommendations.

1.8 STATEMENT OF THE PROBLEM

- ▶ In the modern competitive world, business organizations are facing ever-growing challenges regarding commitment, engagement, belief, recruitment and retention of their employees.. Development Dimensions International own research reveals that only 19 percent of employees are highly engaged within their organization.
- ▶ A manager capable of managing his employee effectively is a successful one. Motivational tools are the effective in this context. We always have to keep in mind that the employees are not motivated solely by money and employee behavior is linked to their attitudes. Any Institution faces the challenges of the employee retention, a high cost of recruitment, training, rising competition, increased rules & regulation by the government and high rate of technological growth.
- ▶ Also, from the perspective of employee, they feel de-motivated and overworked. The essence of the study is to find out at what level employee engagement in decision making can motivate the employees not only ameliorate their diligence but also their perseverance and resolution.

CHAPTER 2

LITERATURE REVIEW

- **Mansoor (2018)** also sees that motivation is about creating the environment where employees will be motivated and hence work with their full effort. So, organizations should motivate their employees to enhance competitive advantages and reach the firms vision and mission (**Philip, Yu-Fang, Liang-Chih, 2019**).

Researchers have recommended that employee's commitment toward their organizations will enhance their satisfaction and which will benefit the firm (Morris & Sherma, 2016). Moreover, researchers have stressed that satisfied and encouraged employees are crucial to the organization effectiveness (Rachel, Yee, Yeung, Edwin, 2018).

Also, business and company's succession depends on motivated employee; they can make all the difference in the company's ability not to just survive but also to succeed (Hislop, 2019).

This chapter also states the aims and objectives of the research study (Creswell, J.W. 2014b) along with research questions that are answered throughout the research. The significance of the study and rationale of the research are also included in this chapter.

(Mcshane et al., 2000). Robbins and Coulter (2005) further suggest that motivation refers to the "process that account for an individual's willingness to accept higher levels of effort to each organizational goals conditioned by the effort's ability to satisfy some individual need". If managers today are to assume responsibility to lead employees towards attaining organizational goals, it is then crucial for them to comprehend the psychological process of motivation.

Kreitner (1995), Buford, Bedeian & Linder (1995), Higgins (1994) all cited in Linder (1998) define motivation as "the psychological process that gives behavior a purpose and direction, a predisposition to behave in a purposive manner to achieve specific unmet needs, an unsatisfied need, and the will to achieve, respectively.

Greenberg and Baron (2000) indicated that motivation can be divided into three main parts. The first part looks at arousal that deals with the drive, or energy behind individual (s) action. People tend to be guided by their interest in making a good impression on others, doing interesting work and being successful in what they do.

This challenge may emanate from the simple fact that motivation is not a fixed trait but rather a dynamic phenomenon as it could change with changes in personal, psychological, financial or social factors. In this dissertation, the definition of motivation by Greenberg & Baron (2003) is adopted, as it is more realistic and simple as it considers the individual and his performance. That is, motivation is "the set of

processes that arouse, direct, and maintain human behaviour towards attaining some goal". (Greenberg & Baron, 2003)

Robbins and Coulter (2005) further suggest that motivation refers to the "process that account for an individual's willingness to accept higher levels of effort to each organizational goals conditioned by the effort's ability to satisfy some individual need".

Furthermore the definitions suggest that there need to be an "invisible force" to push people to do something in return. It could also be deduced from the definition that having a motivated work force or creating an environment in which high levels of motivation are maintained remains a challenge for today's management. This challenge may emanate from the simple fact that motivation is not a fixed trait but rather a dynamic phenomenon as it could change with changes in personal, psychological, financial or social factors. In this dissertation, the definition of motivation .

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Employee motivation is a complex field which has a broad background in diverse disciplines in academia including Political Science, Psychology, Sociology, Education, and Economics. Motivation is simply defined as "what causes people to behave as they do" (Denhardt, 2008).

Motivation is an internal state that causes people to behave in a particular way to accomplish particular goals and purposes. It is possible to observe the outward manifestation of motivation but not motivation itself (Denhardt, 2008).

According to Greenberg and Baron (2000, p. 190), motivation can be divided into three main parts. The first part looks at arousal that deals with the drive or energy behind individual(s) action. People tend to be guided by their interest in making a good impression on others doing interesting work and being successful in what they do. The second part is referring to the choice people make and the direction their behaviour takes. The last part deals with maintaining behaviour clearly defining how long people have persisted in attempting to meet their goals.

Motivation is considered an internal push by Tariq & Ding (2018) to meet the unmet need and do this (Tariq & Ding, 2018). Motivation is a procedure that initiates a success aimed at a target via a physiological or psychological wish (Shalley et al., 2009). It is the final result of an interface between personality and organization (Hardré & Reeve, 2009). It symbolizes specific neurological procedures that are the basis for relaxation, guidance, and deliberative behaviour (Graves et al., 2013). Motivation further advances and promotes goal-driven behaviour (Ismajli et al., 2015).

It is an intrinsic force that pushes people to attract personal and corporate objectives. Motivation is a series of courses to improve efficiency and target those objectives (Kalimullah et al., 2010). Barron (1983) says that it is an accumulation of different paths that exploit and articulate our behaviours to achieve those ambitions (Rizwan et al., 2010). Porter and Miles (1974) have shown that motivation enhances expression and efficiency (Güngör, 2011, p. 1511). A person's motivation encompasses all the reasons he/she chooses for his action (Tziner & Tanami, 2013).

Kolk (2019) believes that people's motives are innate and that they can be separated into liberty, control, and intention (Kolk et al., 2019). Jeffries (2013) says several scholars focused on the findings of the Hawthorne study to explain what inspired workers and how they were motivated. Lindner concluded that Maslow's hierarchy theory, Herzberg's theory of two factors, Vroom's theory of expectation, Adam's theory of equity, and Skinner's theory of strengthening, are five critical approaches contributing to our understanding of motivation (Jeffries, 2013).

In turn, lack of motivation impacts efficiency (Cherian & Jacob, 2013). Moreover, some of the signs may be indicating a lack of morality: decreased efficiency, higher absenteeism and fatigue rate, an increased number of deficiencies, a higher frequency of injuries or waste and scrapes (Reizer et al., 2019). A motivated employee is trustworthy and loyal means that the employee shares the company's decisions and goals (Suliman & Al-Sabri, 2009;

In Ruth Kanfer (2016) ,this article mainly talk about the motivation in organizational behavior reviewed early the history of motivation and advances as well as prospects,.What is the motivation during the process of choosing and establishing goal, .Theory of Planned Behavior (1991), Deci's Cognitive Evaluation Theory (1972), Hackman and Oldham's Job Characteristics Model (1976), and Locke's Goal Model (1968). Other articles provide incisive reviews and critiques. As the 20th century drew to close,the motivation research promote a broad reorganization of findings, motivation as an umbrella term that encompasses both the purpose and reasons underlying decision processes and goal selection.

Berelson and Staines (2003) opined that motivation is an inner state that inspires actions as well as direct and channel behavior towards a goal. Guay, Chanal, Ratelle, Marsh, Larose & Boivin(2010) argued that motivation deals with “the motives underlying behaviors”. In addition, (Broussard & Garrison, 2004) defined motivation simply as “those elements that pushes an individual to act or not to act”.Beach (2005) described motivation as the individual's readiness to expend energy so as to accomplish set goals.

Jennifer and George (2006) defined motivation as a mental force that governs the direction of an individual's behavior in an organization, an individual's level of effort, and an individual's level of determination when faced with obstacles. In addition she stated that even with appropriate strategies and administrative structures in place, an organization can only be productive if its employees are sufficiently motivated to perform at higher levels.Hellriegel (1996) viewed motivation as any impact that brings

out, guides, or sustains a person's goal-directed behaviors. Ivancevich (1994) Suggested that motivation refers to those set of forces that triggers certain behaviors and regulates its form, course, intensity and duration. Obikeze (2005) viewed motivation as the process of guiding an employee's actions towards a particularend via the manipulation of rewards.

According to Widagdo, et. al., (2018), the level of motivation on employee performance means of the training in a business. The problem of research is the relationship between benefits and motivation of workers with special effects of productivity of employees. Organizational achievement has become one of the multidimensional and competitive business literatures. Although the idea of organizational performance is very widespread in academic literature, there is nevertheless no unanimous agreement on its importance and calculation. Corporate progress reflects the organization's capacity to accumulate and use its limited capital and valuables in the achievement of corporate objectives. The concept of organizational performance defined overall performance as an activities or measures to achieve an organization's measurable goals. An entity comprises a large or small group of people working towards some shared goals under the management direction and method of achievement.

In the words of Almusaddar, et. al., (2018), the latest in the field of strategic, economic and human resources is important and can bring a competitive advantage to the business in competition with other companies. The employee's performance finally relies on a number of factors including evaluation of performance, employee morality, satisfaction, remuneration and incentives, training and development, job security, organizational structure etc.

Employee motivation is one of the management policies to boost employee performance. An empowered employee fulfills the basic objectives and targets he/she needs and will then concentrate his/her energiesto this objective. Motivation is more successful, because prorogated workers actively look for better working conditions in order to persuade employers to empower their employees. The organization would be considered successful if its targets are met. These are typically targeting for corporate performance evaluation that are aimed at improving the benefits, productivity, profits, innovations, and market share and shareholder property. The company's performance is generally regarded as good if its goals (efficiency) are achieved with minimal resources (efficiency)

As per the view of Mendoza, et. al., (2018), the organization that performs ensures its objectives are carried out effectively and efficiently. The organization's management concentrates on effective and enhanced efficiency, in order for the companies (matter, facilities, and financial capital), their processes and systems and their employees to achieve their strategic objectives (human resources). Thus, operative efficiency and well-being of workers by anticipated interference is determined to the performance of the company by the methods adopted. In essence, success depends on capacity.

CHAPTER 3

RESEARCH METHODOLOGY

3.1 RESEARCH METHODOLOGY

Research methodology is mainly needed for the purpose of framing the research process and the designs and tools that are to be used for the project purpose. Research methodology helps to find the customer/employee satisfaction based on the product/company.

3.2 RESEARCH DESIGN

The research design is used in this is descriptive research design. Descriptive research design is a scientific method which involves observing and describing the behavior of subject without influencing it in any way. The Main characteristic of this method is that the researcher has no control of variable's, we can report only what has happened or what is happening.

3.3 Source of Data

PRIMARY DATA - Questionnaire method have been used as a tool for a data collection in this research

3.4 Sample Size

Sample size of the project having target of 150 to 180 participants. The total number of responses 173. It is analysis the data as more participants of the survey.

3.5 Sample Technique

Sampling Method used here was probability sampling method. Responses were collected from IT employees only

3.6 Period of Study

The period of study is 3 months which is from 2021 to march 2022.

3.7 Area of Study

- SAMPLE SIZE – ABOUT 150 - 180
- LOCATION - CHENNAI
- TARGET PEOPLE – IT EMPLOYEES

3.8 Structure of Questionnaire

This Questionnaire consists of totally 25 questions. The questionnaire is formed using important variables. It includes Demographic questions, multiple choice questions & Likert scaling questions

3.9 HYPOTHESIS TESTING

H₀ – Null hypothesis (there is no significant relationship between the variables).

H_a – Alternative hypothesis (there is significant relationship between the variables) . After analyzing the data, hypothesis testing is done. It will result in either accepting or rejecting the hypothesis.

3.10 Analytical Tools

The following are the tools used in the study

- ONE WAY ANOVA
- PAIRED T TEST
- ONE SAMPLE T TEST

3.11 INFERENCE

After telling the hypothesis, the researcher comes out with his conclusion. The explanation of theory can also be considered as Inference.

3.12 PREPATION OF REPORT AND PRESENTATION OF REPORT

Finally, the researcher has to prepare a final report along with conclusion and suggestion

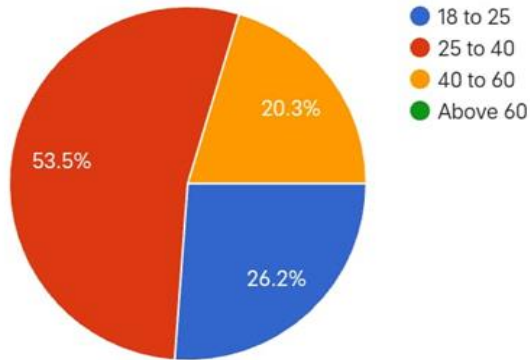
CHAPTER 4

DATA ANALYSIS AND INTERPRETATION

Table No.4.1: Age of the respondents

Age	No of the responses	Percentage
18 to 25	45	26.2%
25 to 40	92	53.5%
40 to 60	36	20,3%
60 above	-	-
Total	173	100%

Chart no.4.1.1 Age of the respondents



Interpretation

From the above table it is interpreted that the number of respondents Below 18-25 age of respondents are 26.2%, between 25-40 age of respondents 53.5%, between 40-60 age of respondents are 20.3%.

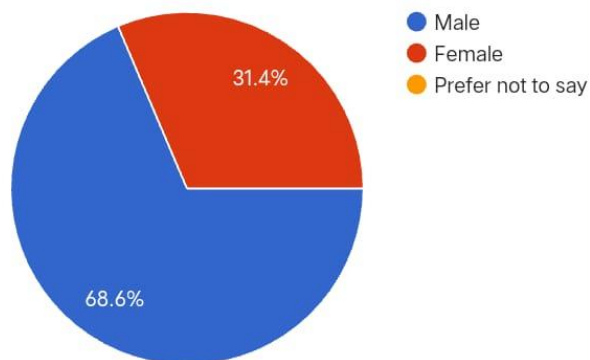
Inference

Majority (53.5%) of the respondents are age between 25 to 40 years.

Table no .4.2 Gender of the respondents

GENDER	NO OF RESPONSES	PERCENTAGE
Male	119	68.6%
Female	54	31.4%
Prefer not to say	0	0
Total	173	173

Chart no.4.2.1 Gender of the respondents



Interpretation

From the above table it is interpreted that the number of male respondent is 68.6% and female respondent is 31.4%.

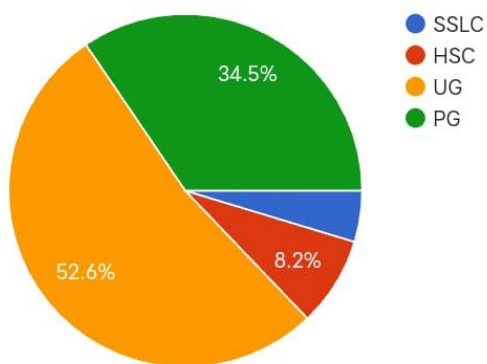
Inference

Majority (68.6%) of the respondents are male.

Table no.4.3: Highest qualification of the respondents

Highest Qualification	No of respondent	Percentage
SSLC	8	4.7%
HSC	14	8.2%
UG	91	52.6%
PG	60	34.5%
Total	173	100%

Chart no.4.3.1 Highest qualification of the respondents



Interpretation

From the above table it is interpreted of respondents SSLC of respondents are 4.7% , between HSC of respondents are 8.2%, between UG of respondents 34.5%, between PG of respondents are 52.6%,

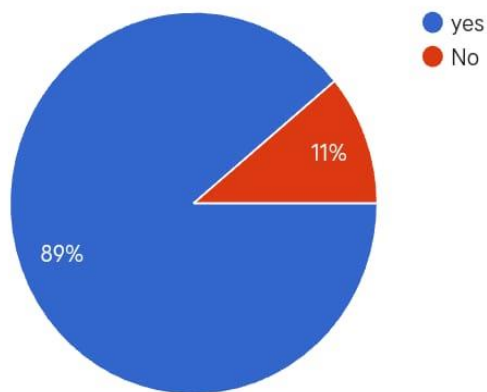
Inference

Majority (52.6%) of the respondents are UG.

Table no. 4.4 ARE you employed of the respondents

Are you employed	No of respondent	Percentage
Yes	155	89%
No	18	11%
Total	173	100%

Chart no.4.4.1 ARE you employed of the respondents



Interpretation

From the above table it is interpreted of yes respondents are 89% , between No of respondents are 11%.

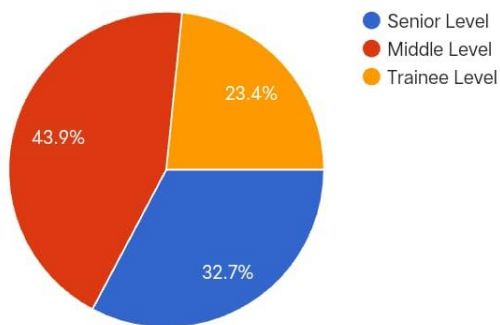
Inference

Majority (89%) of the respondents are yes.

Table no.4.5: Designation of the respondents

Designation	No of the Respondent	Percentage
Senior level	57	32.7%
Middle level	75	43.9%
Trainee level	41	23.4%
Total	173	100%

Chart no.4.5.1 Designation of the respondents



Interpretation

From the above table it is interpreted of respondents senior level of respondents are 32.7% , between middle level of respondents are 43.9%, between trainee level of respondents 23.4%, between PG of respondents are 52.6%,

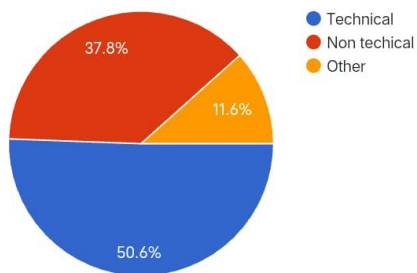
Inference

Majority (43.9%) of the respondents are middle level.

Table no.4.6: Department of the respondents

Department	No of Respondent	Percentage
Technical	87	50.6%
Non-Technical	65	37.8%
Other	21	11.6%
Total	173	100%

Chart no.4.6.1 Department of the respondents



Interpretation

From the above table it is interpreted of respondents technical of respondents are 50.6% , between Non technical of respondents are 37.8%, between other of respondents 11.6%.Interpretation

Inference

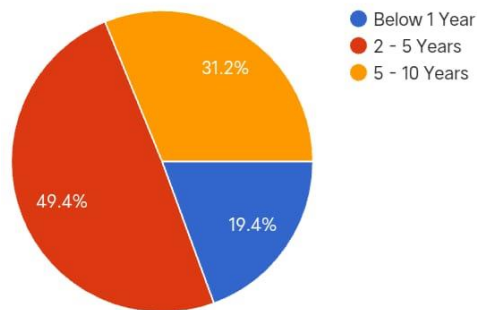
Majority (50.6%) of the respondents are Technical

Table no.4.7: Experience of the respondents

Experience	No of the respondent	Percentage
Below 1year	33	19.4%
2 to 5 years	87	49.4%
5 to 10 years	53	31.2%
Total	173	100%

Chart no.4.7.1

Experience of the respondents



Interpretation

From the above table it is interpreted of respondents below 1year of respondents are 19.4% , between Non 2 to 5 years of respondents are 49.4%%, between 5 to 10 years of respondents 31.2 %.

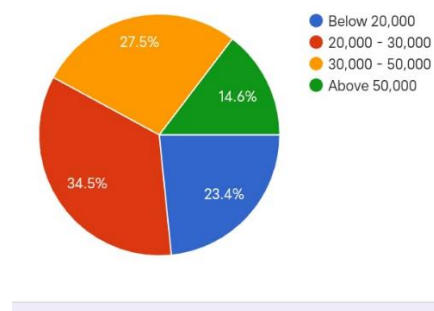
Inference

Majority (49.4%) of the respondents are 2 to 5 years

Table no .4.8 Monthly income of the respondents

Monthly income	No of respondent	Percentage
Below 20,000	40	23.4%
20,000 to 30,000	60	34.5%
30,000 to 50,000	47	27.5%
Above 50,000	26	14.6%
Total	173	100%

Chart no.4.8.1: Monthly income of the respondents



Interpretation

From the above table it is interpreted of respondent below 20,000 of respondents are 23.4% , between on 20,000 to 30,000 of respondents are 34.5%, between 30,000 to 50,000 of respondents 27.5% between on above 50,000 of respondent 14.6% .

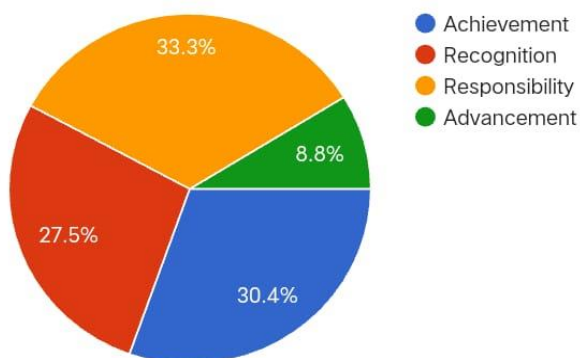
Inference

Majority (34.5%) of the respondents are 20,000 to 30,000 .

Table no.4.9: As an employee what do you think motivates the employee most of the respondents

Motivates the Employees	No of the respondent	Percentage
Achievement	53	30.4%
Recognition	47	27.5%
Responsibility	58	33,3%
Advancement	15	8.8%
Total	173	100%

Chart no.4.9.1 As an employee what do you think motivates the employee most of the respondents



Interpretation

From the above table it is interpreted of respondent achievement of respondents are 30.4% , between on recognition of respondents are 27.5%, between responsibility of respondents 33.3% between on advancement of respondent 8.8% .

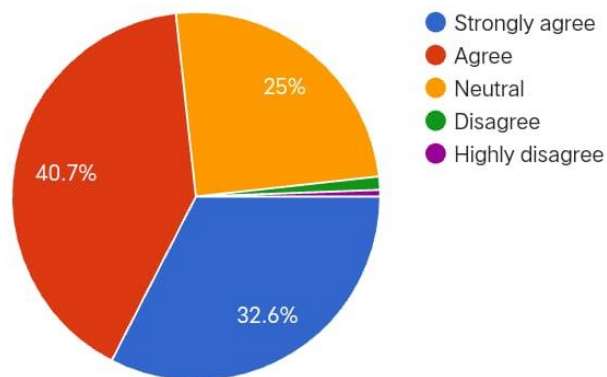
Inference

Majority (33.3%) of the respondents are responsibility .

Table no.4.10: Is management interested in motivating the employees of the respondents

Management interested	No of respondent	Percentage
Strongly agree	56	32.6%
Agree	70	40.7%
Neutral	44	25%
Disagree	3	1,7%
Highly Disagree	-	-
Total	173	100%

Chart no.4.10.1: Is management interested in motivating the employees of the respondents



Interpretation

From the above table it is interpreted of strongly agree of respondents are 32.6% , between on agree of respondents are 40.7%, between neutral of respondents 25% between on disagree of respondent 1.7% .

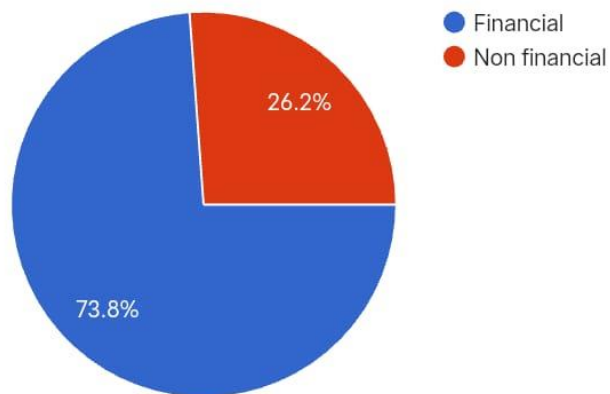
Inference

Majority (40.7%) of the respondents are Agree.

Table no.4.11: What types of incentives motivates the employees more of the respondents

Types of incentives	No of respondents	Percentage
Financial	127	73.8%
Non financial	46	26.2%
Total	173	100%

Chart no.4.11.1: What types of incentives motivates the employees more of the respondents



Interpretation

From the above table it is interpreted of respondents financial of respondents are 73.8% , between Non financial of respondents are 26.2%.

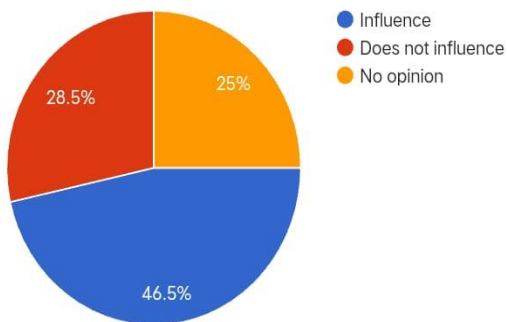
Inference

Majority (73.8%) of the respondents are financial.

Table no.4,12: Does incentives and other benefits influences employees performance of the respondents

Benefits of employees	No of respondents	Percentage
Influence	80	46.6%
Does not influence	49	28.4%
No opinion	44	25%
Total	173	100%

Chart no.4.12.1 : Does incentives and other benefits influences employees performance of the respondents



Interpretation

From the above table it is interpreted of respondents influence of respondents are 46.5% , between does not influence of respondents are 28.5% between no opinion of respondent 25%.

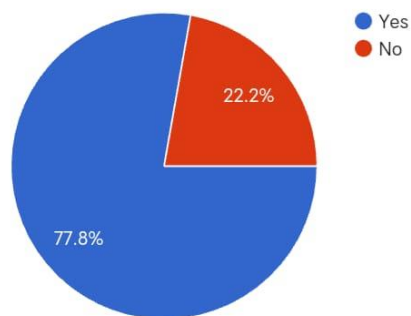
Inference

Majority (46.5%) of the respondents are influence .

Table no.4.13: Is salary the most important attribute towards employee motivation of the respondents

To words employee	No of respondents	Percentage
Yes	134	77.8%
No	39	22.2%
Total	173	100%

Chart no: 4.13.1 Is salary the most important attribute towards employee motivation of the respondents



Interpretation

From the above table it is interpreted of respondents yes of respondents are 77.8% , between does no of respondents are 22.2%.

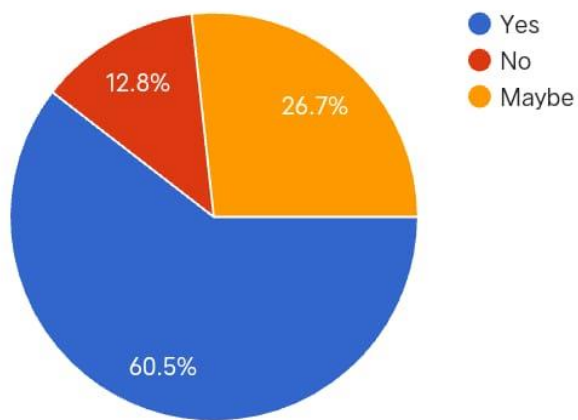
Inference

Majority (77.8%) of the respondents are yes .

Table no.4.14: Does carrier development opportunities motivates you the most of the respondents

Development opportunities	No of respondents	Percentage
Yes	104	60.5%
No	23	12.8%
Maybe	46	26.7%
Total	173	100%

Chart no.4,14.1 Does carrier development opportunities motivates you the most of the respondents



Interpretation

From the above table it is interpreted of respondents yes of respondents are 60.5% , between does no of respondents are 22.2% between maybe of respondents of 12.8%

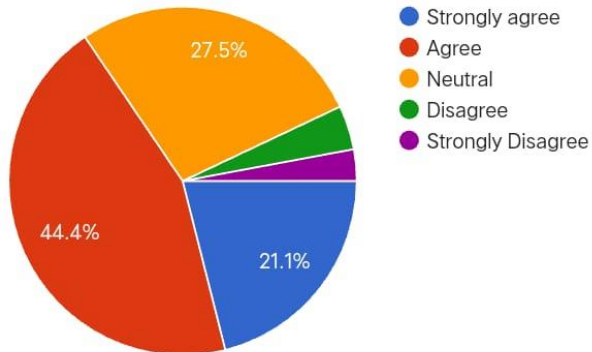
Inference

Majority (60.5u%) of the respondents are yes .

Table .4.15 Does periodical increase in salary motivates you the most of the respondents

Periodical increase	No of respondents	Percentage
Strongly agree	36	21.1%
Agree	78	44.4%
Neutral	47	27.5%
Disagree	6	3.5%
Strongly disagree	6	3.5%
Total	173	100%

Chart no.4.15.1 Does periodical increase in salary motivates you the most of the respondents



Interpretation

From the above table it is interpreted of strongly agree of respondents are 21.1% , between on agree of respondents are 44.4%, between neutral of respondents 27.5% between on disagree of respondent 3.5%between strongly disagree of respondents of 3.5% .

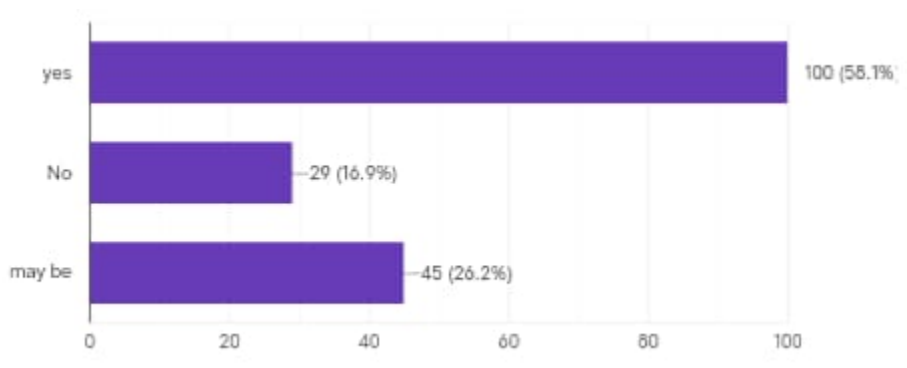
Inference

Majority (44.4%) of the respondents are Agree.

Table no.4.16.Does periodical increase in salary motivates you the most of the respondents

Increase	No of respondents	Percentage
Yes	100	58%
No	28	17%
Maybe	45	25%
Total	173	100%

Chart no.4.16.1 Does periodical increase in salary motivates you the most of the respondents



Interpretation

From the above table it is interpreted of respondents yes of respondents are 58% , between does no of respondents are 17% between maybe of respondents of 25%

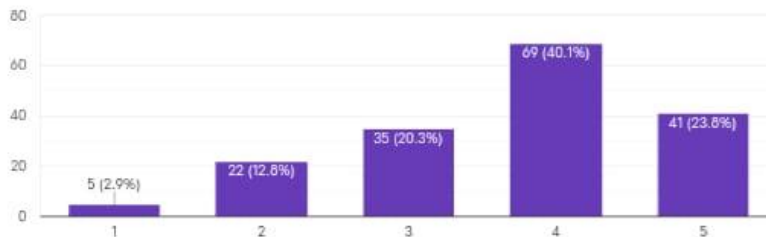
Inference

Majority (58%) of the respondents are yes .

Table no.4.17 Are employees motivated with the job that provides variety ,interest and stimulation of the respondents

Stimulation	No of respondents	Percentage
1	5	2.9%
2	22	12.8%
3	35	20.3%
4	69	40.1%
5	42	23.9%
Total	173	100%

Chart no.4.16.1 Which methods of employee performance is implemented in the organization of the respondents



INTREPRETATION

From the above table it is interpreted of respondents 5 of respondents are 2.8% , between does 22 of respondents are 12.8% between 35 of respondents of 20.3%between 69 of respondents of 40.1% between 42 of respondents of 23.9.

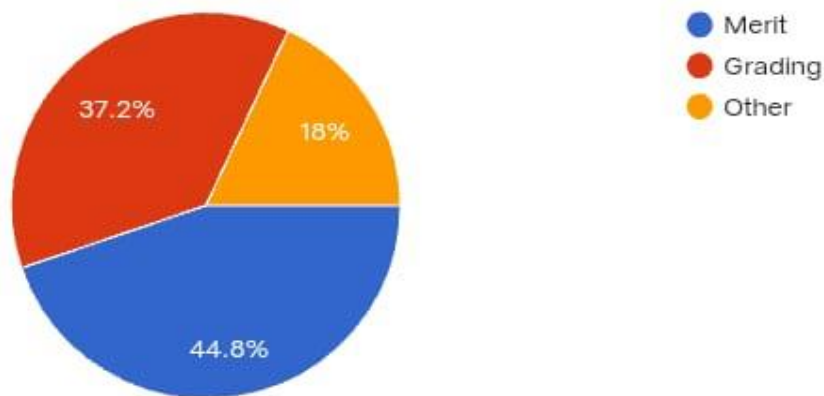
Inference

Majority (40.1%) of the respondents are 69

Table no.4.18 Which methods of employee performance is implemented in the organization of the respondents

Employee performance	No of respondents	Percentage
Merit	77	44.8%
Grading	64	37.2%
Others	32	18%
Total	173	100%

Chart no.4.18.1 Which methods of employee performance is implemented in the organization of the respondents



INTREPRETATION

From the above table it is interpreted of respondents merit of respondents are 44.8% , between does Grading of respondents are 37.2% between other of respondents of 18%

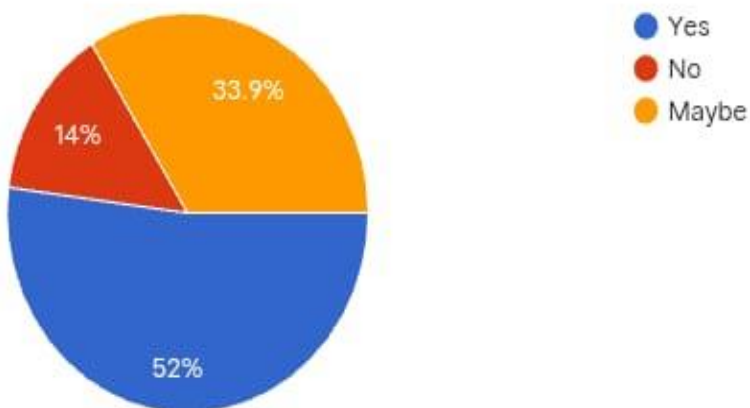
Inference

Majority (44.8%) of the respondents are merit .

Table no .4.19 The medical benefits provided in the organization are you satisfaction of the respondents

Satisfaction	No of respondents	Percentage
Yes	89	52%
No	24	14%
Maybe	60	33.9%
Total	173	100%

Chart no.4.19.1 The medical benefits provided in the organization are you satisfaction of the respondents



INTREPRETATION

From the above table it is interpreted of respondents yes of respondents are 52% , between does no of respondents are 14%% between maybe of respondents of 33.9%

Inference

Majority (52%) of the respondents are yes.

HYPOTHESIS AND ANALYTICAL TOOLS

As we mentioned, the analytical tools used for project of qualitative variables and it is used for the measuring the level of satisfaction on the survey using the range scale. Also we mentioned where the survey directly participants for their response for the questionnaire. The questionnaire will have framed according to order hypothesis test using Paired T-Test, and One-way ANOVA. These questions framed of quantitative data as survey of qualitative data.

Age and designation

Paired Samples Statistics

		Mean	N	Std. Deviation	Std. Error Mean
Pair 1	Age	1.95	171	.680	.052
	Designation	1.91	171	.746	.057

Paired Samples Correlations

		N	Correlation	Sig.
Pair 1	Age & Designation	171	-.486	.000

Paired Samples Test

		Paired Differences							Sig. (2-tailed)
		Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference		t	df	
					Lower	Upper			
Pair 1	Age - Designation	.041	1.229	.094	-.145	.226	.436	170	.664

Conclusion:

Since p value (0.664) is greater than 0.05 at 5 percent level of significance, the null hypothesis is rejected and alternate hypothesis is accepted .hence we can conclude that generally the opinion of Age and designation .

Experience and monthly income

The two question using in Paired T-Test that is experience and monthly income.

Solution: Hypothesis

Null hypothesis (H₀): There is no significant difference between the experience and monthly income.

Alternate hypothesis(H₁): There is significant difference between the experience and monthly income .

One-Sample Statistics

	N	Mean	Std. Deviation	Std. Error Mean
Experience	170	2.12	.704	.054
Monthly	171	2.33	.994	.076

One-Sample Test

Test Value = 0						
	T	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
					Lower	Upper
Experience	39.246	169	.000	2.118	2.01	2.22
Monthly	30.693	170	.000	2.333	2.18	2.48

Conclusion:

Since p value (0.00) is greater than 0.05 at 5 percent level of significance ,the null hypothesis is rejected and alternate hypothesis is accepted .hence we can conclude that generally the opinion of the experience and monthly income .

ONE WAY ANOVA TEST

One way anova compares the means of two or more independent group in order to determine whether there is statistical evidence that is associated population means. One way Anova is a parametric test.

Hypothesis

Null hypothesis(HO): There is no significance difference between the means.

Alternate Hypothesis(H1): There is significance difference between the mean.

ANOVA

Income

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	.387	2	.194	.997	.371
Within Groups	32.839	169	.194		
Total	33.227	171			

Conclusion:

Since p value (0.371) is greater than 0.05 at 5 percent level of significance the null hypothesis is rejected and alternate hypothesis is accepted. hence we can conclude that generally the opinion of employee motivation and impacts of employee performance .

CHAPTER - 5

5.1 FINDINGS:

- Majority (53.5%) of the respondents are age between 25 to 40 years
- Majority (68.6%) of the respondents are male.
- Majority (89%) of the respondents are yes.
- Majority (43.9%) of the respondents are middle level.
- Majority (50.6%) of the respondents are Technical
- Majority (49.4%) of the respondents are 2 to 5 years
- Majority (34.5%) of the respondents are 20,000 to 30,000.
- Majority (40.7%) of the respondents are Agree.
- Majority (73.8%) of the respondents are financial.
- Majority (46.5%) of the respondents are influence.
- Majority (77.8%) of the respondents are yes.
- Majority (60.5%) of the respondents are yes
- Majority (44.4%) of the respondents are Agree
- Majority (58%) of the respondents are yes.
- Majority (40.1%) of the respondents are 69.
- Majority (44.8%) of the respondents are merit
- Majority (52%) of the respondents are yes.

5.2 SUGGESTIONS

Following are the some of the suggestions to the company based on the findings and conclusion of this study on employee motivation and its impact on employee's performance for the purpose of increasing the performance of the employees in organization .

- Promote internal employees rather than external recruitment.
- Encourage open end communication.
- Provide work from home facility to employees

5.3 Recommendations

Employees are indeed a major contributed component to the business development and success. It suggests that the motivation of employees can be achieved through the empowerment of employees. It indicates the degree of which the employees are involved in decision-making processes, the existence of mutual connection between the employees and the company, and the authorization over the task they are working on. High employee involvement shows higher level of employee motivation and satisfaction. Therefore, engaging employees in meetings and discussions and letting them know that their ideas and contributions are listened to and appreciated, giving them space and opportunities to experience and be aligned with the corporate culture, delegating them a higher responsibility level for the task they are in charge of, and the freedom in making choices and decisions regarding their specific tasks are some ways to increase the motivation level.

◆ Limitation of the study

- The study is restricted to 173 sample size only.
- Primary data collection is time consuming
- The study is limited to short period only It was difficult to meet the respondents and gain information as they were busy with their work.

5.4 Conclusions

In conclusion, the motivation of employees plays one of the most vital roles in an organization's effectiveness and assertively contributes to its growth and prosperities. Therefore, it is necessary for any employer to understand what truly motivates the employees and how to maximize the overall job performance. The theoretical framework of the study and the findings had confirmed that the motivation of employees is affected by two main factors which are intrinsic motivation and extrinsic motivation. The extrinsic motivation arises from external elements such as salary or other benefit packages. However, intrinsic motivation, which derived from the inside of a person and seemingly related to their needs, desires, and goals has established a fact to overweigh the influence of extrinsic motivation. Some examples of intrinsic motivation can be listed as personal growth, having a work-life balance, an interesting and challenging job, work flexibility, and a good relationship with supervisors and co-workers. It is not only a factor that motivates employees at work; it is also an important determinant for job retention.

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A Study on Employee's Motivation and Its Impact on Employee's Performance in IT Sectors

FINAL PROJECT

1. Name of the employee

2. Email id

3. Gender

Mark only one oval.

☐

Male

☐

Female

☐

Prefer not to say

4. Age

Mark only one oval.

☐

18 to 25

☐

25 to 40

☐

40 to 60

☐

Above 60

5. Highest qualification

Mark only one oval.

☐ SSLC

☐ HSC

☐ UG

☐ PG

6. Marital status

Mark only one oval.

☐ married

☐ Unmarried

7. Are you employed

Mark only one oval.

☐ yes

☐ No

8. Name of the organization

9. Designation

Mark only one oval.

☐ Senior Level

☐ Middle Level

☐ Trainee Level

10. Department

Mark only one oval.

- ☐ Technical
- ☐ Non technical
- ☐ Other

11. Experience

Mark only one oval.

- ☐ Below 1 Year
- ☐ 2 - 5 Years
- ☐ 5 - 10 Years

12. Monthly Income

Mark only one oval.

- ☐ Below 20,000
- ☐ 20,000 - 30,000
- ☐ 30,000 - 50,000
- ☐ Above 50,000

13. As an employee what do you think motivates the employee most ?

Mark only one oval.

- ☐ Achievement
- ☐ Recognition
- ☐ Responsibility
- ☐ Advancement

14. Is management interested in motivating the employees ?

Mark only one oval.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Highly disagree

15. What types of incentives motivates the employees more ?

Mark only one oval.

- ☐ Financial
- ☐ Non financial

16. Does incentives and other benefits influences employees performance ?

Mark only one oval.

- ☐ Influence
- ☐ Does not influence
- ☐ No opinion

17. Is salary the most important attribute towards employee motivation ?

Mark only one oval.

- ☐ Yes
- ☐ No

18. Does carrer development opportunities motivates you the most ?

Mark only one oval.

- ☐ Yes
☐ No
☐ Maybe

19. Does periodical increase in salary motivates you the most ?

Mark only one oval.

- ☐ Strongly agree
☐ Agree
☐ Neutral
☐ Disagree
☐ Strongly Disagree

20. The employees get motivated by being given scope to organize own approach to work ?

Check all that apply.

- ☐ yes
☐ No
☐ may be

21. Are employees motivated with the job that provides variety ,interest and stimulation

Mark only one oval.

	1	2	3	4	5	
Agree	☐	☐	☐	☐	☐	Strongly agree

22. Which methods of employee performance is implemented in the organization ?

Mark only one oval.

- ☐ Merit
☐ Grading
☐ Other

23. The medical benefits provided in the organization are you satisfaction

Mark only one oval.

- ☐ Yes
☐ No
☐ Maybe

24. My workplace performance is evaluated as high my supervisors ?

Mark only one oval.

	1	2	3	4	5	
Agree	☐	☐	☐	☐	☐	Strongly agree

25. Give any suggestion to employee motivation .

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A STUDY ON EMPLOYEES MOTIVATIONS AND IMPACTS OF EMPLOYEE PERFORMANCE IN IT SECTORS

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ABSTRACT :

Motivating employees begins with recognizing that to do their best work, people must be in an environment that meets their basic emotional drives to acquire, bond, comprehend, and defend. So say Nohria and Groysberg, of Harvard Business School, and Lee, of the Center for Research on Corporate Performance. Using the results of surveys they conducted with employees at a wide range of Fortune 500 and other companies, they developed a model for how to increase workplace motivation dramatically. The authors identify the organizational levers that companies and frontline managers have at their disposal as they try to meet workers' deep needs. Reward systems that truly value good performance fulfill the drive to acquire. The drive to bond is best met by a culture that promotes collaboration and openness. Jobs that are designed to be meaningful and challenging meet the need to comprehend. Processes for performance management and resource allocation that are fair, trustworthy, and transparent address the drive to defend. Equipped with real-world company examples, the authors articulate how to apply these levers in productive ways. That application should not be selective, they argue, because a holistic approach gets you more than a piecemeal one. By using all four levers simultaneously, and thereby tackling all four drives, organizations can improve motivation levels by leaps and bounds. For example, a company that falls in the 50th percentile on employee motivation improves only to the 56th by boosting performance on one drive, but way up to the 88th percentile by doing better on all four drives. That's a powerful gain in competitive advantage that any business would relish

I. INTRODUCTION

The project program is associate degree initiative that bridge the gap between the information and its application through a series of interventions which permits to achieve insights and exposure to the business. The project program provides a good opportunity to experience the practicality in terms of the subjects studied. It also gives an opportunity to learn theoretical concepts by applying them in real life practically in the work place and help understand the corporate culture and disseminate them with the corporate code of behavior and at the same time discover the professional strength and weakness align with the changing company environment and to sharpen domain knowledge and get insight on cross functional skills .The present study was completed on the topic “A Study on Employee’s Motivation and its Impact on Employees Performance. The study is directed to comprehend the various motivational factors that motivate the employee’s to improve their performance.

Managers within companies or organizations are primarily responsible to ensure the tasks or job is done through employees in the right way. To achieve this, these managers must ensure that they have a competent personnel department for the recruitment of the best employees that are capable to do the job. For the company to optimize employee’s performance there is need for the employees to be sufficiently motivated. Therefore, motivation in theory and practice becomes a difficult subject touching on several disciplines. Although a lot of scholarly research has been written on motivation, this subject is not clearly understood and more often than not poorly practiced.

II. PROBLEM IDENTIFIED :

In the modern competitive world, business organizations are facing ever-growing challenges regarding commitment, engagement, belief, recruitment and retention of their employees.. Development Dimensions International own research reveals that only 19 percent of employees are highly engaged within their organization.

A manager capable of managing his employee effectively is a successful one. Motivational tools are the effective in this context. We always have to keep in mind that the employees are not motivated solely by money and employee behavior is linked to their attitudes. Any Institution faces the challenges of the employee retention, a high cost of recruitment, training, rising competition, increased rules & regulation by the government and high rate of technological growth.

Also, from the perspective of employee, they feel demotivated and overworked. The essence of the study is to find out at what level employee engagement in decision making can motivate the employees not only ameliorate their diligence but also their perseverance and resolution.

III. REVIEW OF LITERATURE :

Mansoor (2018) also sees that motivation is about creating the environment where employees will be motivated and hence work with their full effort. So, organizations should motivate their employees to enhance competitive advantages and reach the firms vision and mission (**Philip, Yu-Fang, Liang-Chih, 2019**).

Researchers have recommended that employee's commitment toward their organizations will enhance their satisfaction and which will benefit the firm (Morris & Sherma, 2016). Moreover, researchers have stressed that satisfied and encouraged employees are crucial to the organization effectiveness (Rachel, Yee, Yeung, Edwin, 2018).

Also, business and company's succession depends on motivated employee; they can make all the difference in the company's ability not to just survive but also to succeed (Hislop, 2019).

This chapter also states the aims and objectives of the research study (Creswell, J.W. 2014b) along with research

questions that are answered throughout the research. The significance of the study and rationale of the research are also included in this chapter.

(Mcshane et al., 2000). Robbins and Coulter (2005) further suggest that motivation refers to the "process that account for an individual's willingness to accept higher levels of effort to each organizational goals conditioned by the effort's ability to satisfy some individual need". If managers today are to assume responsibility to lead employees towards attaining organizational goals, it is then crucial for them to comprehend the psychological process of motivation.

Kreitner (1995), Buford, Bedeian & Linder (1995), Higgins (1994) all cited in Linder (1998) define motivation as "the psychological process that gives behavior a purpose and direction, a predisposition to behave in a purposive manner to achieve specific unmet needs, an unsatisfied need, and the will to achieve, respectively.

Greenberg and Baron (2000) indicated that motivation can be divided into three main parts. The first part looks at arousal that deals with the drive, or energy behind individual (s) action. People tend to be guided by their interest in making a good impression on others, doing interesting work and being successful in what they do.

Robbins and Coulter (2005) further suggest that motivation refers to the "process that account for an individual's willingness to accept higher levels of effort to each organizational goals conditioned by the effort's ability to satisfy some individual need".),

Higgins (1994) all cited in Linder (1998) define motivation as "the psychological process that gives behavior a purpose and direction, a predisposition to behave in a purposive manner to achieve specific unmet needs, an unsatisfied need, and the will to achieve, respectively.

Greenberg & Baron (2003) is adopted, as it is more realistic and simple as it considers the individual and his performance. That is, motivation is "the set of processes that arouse, direct, and maintain human behaviour towards attaining some goal". (Greenberg & Baron, 2003)

Employee motivation is a complex field which has a broad background in diverse disciplines in academia including Political Science, Psychology, Sociology, Education, and

Economics. Motivation is simply defined as “what causes people to behave as they do” (Denhardt, 2008).

IV. MATERIALS AND METHODS

A. RESEARCH DESIGN

The research design is used in this is descriptive research design. Descriptive research design is a scientific method which involves observing and describing the behavior of subject without influencing it in any way. The Main characteristic of this method is that the researcher has no control of variable's, we can report only what has happened or what is happening.

B. OBJECTIVES OF THE RESEARCH\

- The objectives of the study are
- To analyze about the various factors leading to motivation of employees.
- To assess the relationship between the motivation and performance.
- To suggest strategies to enhance the motivation level.

C. SAMPLING DESIGN

- The research method used here is Primary data & Secondary data
- The data is collected from employees of IT. The sample size was 173, which was collected directly with the help of Google form.

D. DATA COLLECTION DESIGN

➤ PRIMARY DATA

- Questionnaire method have been used as a tool for a data collection in this research.
- Primary Data – Questionnaire given to 200 respondents

E. RESEARCH FRAMEWORK

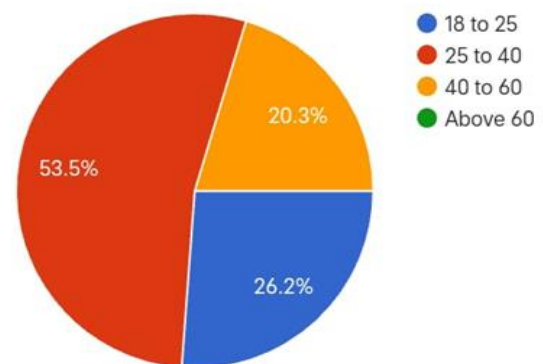
For primary data a questionnaire was designed with a major emphasis of which was gathering new ideas or insight so as to determine and bind out solutions to the problems.

V. DATA ANALYSIS

TABLE 1 Age of the respondents

Age	No of the responses	Percentage
18 to 25	45	26.2%
25 to 40	92	53.5%
40 to 60	36	20,3%
60 above	-	-
Total	173	100%

FIG 1 Age of the respondents



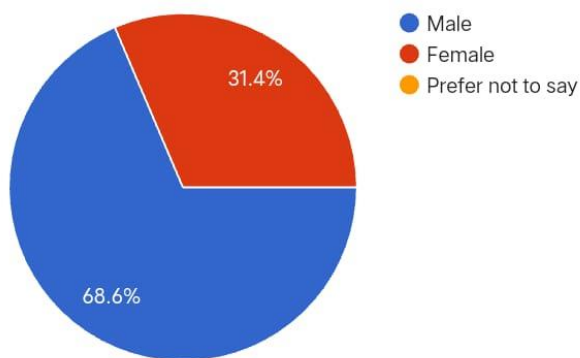
Inference

Majority (53.5%) of the respondents are age between 25 to 40 years.

TABLE 2 Gender of the respondents

GENDER	NO OF RESPONSES	PERCENTAGE
Male	119	68.6%
Female	54	31.4%
Prefer not to say	0	0
Total	173	173

FIG 2 Gender of the respondents



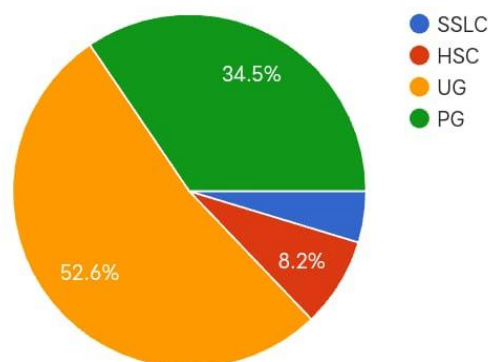
Inference

Majority (68.6%) of the respondents are male.

TABLE 3 Highest qualification of the respondents

Highest Qualification	No of respondent	Percentage
SSLC	8	4.7%
HSC	14	8.2%
UG	91	52.6%
PG	60	34.5%
Total	173	100%

FIG 3 Highest qualification of the respondents



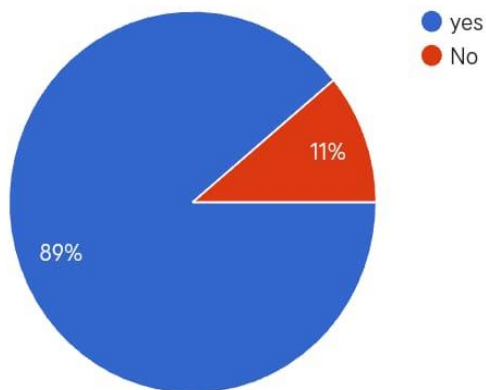
Inference

Majority (52.6%) of the respondents are UG.

TABLE 4 ARE you employed of the respondents

Are you employed	No of respondent	Percentage
Yes	155	89%
No	18	11%
Total	173	100%

FIG 4 ARE you employed of the respondents



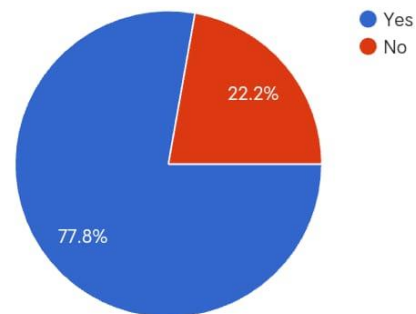
Inference

Majority (89%) of the respondents are yes.

TABLE 5 Is salary the most important attribute towards employee motivation of the respondents

To words employee	No of respondents	percentage
Yes	134	77.8%
No	39	22.2%
Total	173	100%

FIG 5 Is salary the most important attribute towards employee motivation of the respondents



Inference

Majority (77.8%) of the respondents are yes .

TABLE 6 PAIRED T TEST

NULL HYPOTHESIS:

ALTERNATE HYPOTHESIS:

Age and designation

Paired Samples Statistics				
	Mean	N	Std. Deviation	Std. Error Mean
Pair 1 Age	1.95	171	.680	.052
Designation	1.91	171	.746	.057

Paired Samples Correlations				
	N	Correlation	Sig.	
Pair 1 Age & Designation	171	-.486	.000	

Paired Samples Test									
		Paired Differences							
		Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference				Sig. (2-tailed)
					Lower	Upper	t	df	
Pair 1	Age - Designation	.041	1.229	.094	-.145	.226	.436	170	.664

TABLE 7 One Sample Test

One-Sample Statistics				
	N	Mean	Std. Deviation	Std. Error Mean
Experience	170	2.12	.704	.054
Monthly	171	2.33	.994	.078

One-Sample Test						
Test Value = 0						
	T	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
					Lower	Upper
Experience	39.246	169	.000	2.118	2.01	2.22
Monthly	30.693	170	.000	2.333	2.18	2.48

Table 8 Anova

ANOVA					
Income					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	.387	2	.194	.997	.371
Within Groups	32.839	169	.194		
Total	33.227	171			

RECOMMENDATIONS

Employees are indeed a major contributed component to the business development and success. It suggests that the motivation of employees can be achieved through the empowerment of employees. It indicates the degree of which the employees are involved in decision-making processes, the existence of mutual connection between the employees and the company, and the authorization over the task they are working on. High employee involvement shows higher level of em-ployee motivation and satisfaction. Therefore, engaging employees in meetings and discussions and letting them know that their ideas and contributions are lis-tened to and appreciated, giving them space and opportunities to experience andbe aligned with the corporate culture, delegating them a higher responsibility level for the task they are in charge of, and the freedom in making choices and deci-sions regarding their specific tasks are some ways to increase the motivation level.

LIMITATION

The study is restricted to 173 sample size only.

Primary data collection is time consuming

The study is limited to short period only It was difficult to meet the respondents and gain information as they were busy with their work.

CONCLUSION

In conclusion, the motivation of employees plays one of the most vital roles in an organization's effectiveness and

assertively contributes to its growth and prosperities. Therefore, it is necessary for any employer to understand what truly motivates the employees and how to maximize the overall job performance. The theoretical framework of the study and the findings had confirmed that the motivation of employees is affected by two main factors which are intrinsic motivation and extrinsic motivation. The extrinsic motivation arises from external elements such as salary or other benefit packages. However, intrinsic motivation, which derived from the inside of a person and seemingly related to their needs, desires, and goals has established a fact to overweigh the influence of extrinsic motivation. Some examples of intrinsic motivation can be listed as personal growth, having a work-life balance, an interesting and challenging job, work flexibility, and a good relationship with supervisors and co-workers. It is not only a factor that motivates employees at work; it is also an important determinant for job retention.

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