

A Study on Employee Motivation At Work Place With Reference To BSNL, Thanjavur

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I. INTRODUCTION

The producing something of a person depends on two factors, the level of ability to do a certain work, secondly, the (state of mind where someone will definitely do something if needed) to do work. So far as the first factor is concerned it can be bought by education and training, but the second factor can be created the reason for doing something. A person may have more than two needs and desires. It is only strongly felt needs which reason for doing things become, the reason for doing things are invisible and directed towards certain goals. Gives a reason to do something means the process which creates on inspiration in a person to reason to do something doing things is taken from the word 'Reason (for doing something)' which means the latest power in a person which motivates him to do a work is the process of steering a person's inner drives and actions towards certain goals and committing his energies to gain with effort these goals. It involve a (when A causes B, Which causes C etc.) starting with felt needs, resulting in reason for doing things which give rise to tension which (official count of everyone who lives in a country, city etc.) action towards goals, It is the process of stimulating people to try willingly towards the (action of accomplishing) of organizational goals reason for doing something may be defined as the work a manager completes an order to cause Assistants to act on the desired manner by making happy(by reaching a goal) needs desires. This way reason for doing something is concerned with how behavior gets started. Is energized, sustained and directed.

II. RESEARCH METHODOLOGY

The study was conducted among the employees in BSNL particularly grade A, B, C, D employees of BSNL based on both primary and secondary data. Primary data were used for the analysis. For collecting the required data, convenient sampling method of data collection was used with a sample size of 50 employees. The responses of the employees were collected through questionnaires. Secondary data collected through the website of BSNL.

The present study is mainly based on Primary data collected from around 50 respondents from BSNL in Thanjavur District. These respondents were interviewed through a pretested, well-structured schedule which was administered personally. Convenient sampling method has been used. Five-point scale has been used for the purpose. Percentage analysis, ANOVA, Correlation, chi-square were used to analyze data.

III. RESEARCH DESIGN

Research design adopted for this research is 'Descriptive Research'. It includes surveys and fact-finding enquires of different kinds. The major purpose of descriptive research is descriptive of the situation as it exists now.

- Type of Research
- Title of research
- Area of research
- Period of research
- Sampling techniques
- Data collection methods
- Tools used for analysis
- Problem Statement
- Limitations on the study

SAMPLING DESIGN

Sample design is deciding the sample units, selecting the sample items and deciding the sample size and guess (a number) the universe (typically and expected) from sample data here the (person who works to find information) took 52respondents as sample people who responded of the study.

Data Collection Methods:

PRIMARY DATA

Most important data are believed as the first hand information collected from the people who responded.

The most important data is collected by structured questionnaire.

SECONDARY DATA

The secondary data are collected from the books, magazines, and internet.

Primary data is the data collected by researcher themselves

1. Observations
2. Action research
3. Questionnaires

Secondary data sources are data that exists

1. Web information
2. Historical data and information

Title of the research:

A Study On Employee Motivation At Work Place With Reference To Bsnl, Thanjavur

Area of research:

The study is conducted in Thanjavur city.

Period of research:

The data was collected in the .date of 24/02/2020 to 03/03/2020

Sampling techniques:

Sample size for the study was selected on the basis of simple random sampling method, 52 employees are randomly selected as sample from Thanjavur City.

Statement Problem:

BSNL is one of the biggest government parts/areas difficult project providing service to millions of people in telecommunication part/area in India. The quality of service offered to the customers decides its future as there is strong (and scary) competition Created by/presented by the private industry.

The service offered by its workers depends on their level of (desire to do something/reason for doing something) in their job. Higher the employee (desire to do something/reason for doing something) better the service

quality. Because of this this study was done/tried to know what (gives a reason to do something) these BSNL workers. What can be done better to improve their (desires to do things/reasons to do things).

Questionnaire Design:

Questionnaire contains Demographic and socio economic profile of the respondents, various attributes & factors related to product awareness is used in the Questionnaire, some open ended, close ended& rating questions were used to know awareness level of consumers.

Tools used for analysis:

This part of study is mainly focused on verifying main objective of the study. Researcher used SIMPLE PERCENTAGE ANALYSIS using charts and tables, CHI SQUARE, CORRELATION and ONE WAY ANOVA as statistical tool for analysis of data.

C. Chi Square

Hypothesis:

Null hypothesis:

There is no relationship between age and therespondents perception towards to enhance 'employee motivation'

Calculated value of $\chi^2 = 2.62$

Degree of freedom = $(R - 1) \times (C - 1) = (4-1) \times (2-1) = 3$

The table value of χ^2 for 4 degree of freedom at 5 per cent level of significance is 2.23

Conclusion:

Calculated value of chi square is more than the table value. So the null hypothesis is rejected, alternative hypothesis is accepted. Hence it is concluded that there is a significant relationship between age and respondents perception recording the employee motivation.

D. ANOVA

Hypothesis:

Null hypothesis:

There is a significant Educational qualification and the Nature of job Employee motivation.

Conclusion:

calculated F value is 125.84 and F critical value 37.84 so calculated value is more than the table value so Null is rejected .

E.CORRELATION:

Calculation value is 0.7547 and so I concluded that There is no significant correlation between Rate statement and Employee motivation award for progress of the company

IV. FINDINGS

- Welfare of the employees 16% of the respondents normal, 34% of the respondents specified good , 34% of the respondents specified very good, 16% of the respondents specified excellent. According to this analysis most of the employees specified same 2 good and very good.
- Skill development increase are 12% of the respondents normal, 53% of the respondents specified good , 23% of the respondents specified very good, 12% of the respondents specified excellent. According to this analysis most of the employees specified good.
- Social facilities are 62% of the respondents specified important, 23% of the respondents specified more important, 15% of the respondents specified most important, According to this analysis most of employees specified important.
- Compensated of your service are 97% of the respondents specified yes, 3% of the respondents specified no, According to this analysis most of the employees specified yes.
- Employee award for progress are 16% of the respondents normal, 42% of the respondents specified good , 26% of the respondents specified very good, 16% of the respondents specified excellent. According to this analysis most of the employees specified good.
- Like best is you work place are 47% of the respondents people and work environment, 3% of the respondents specified style of management , 24% of the respondents specified challenging and existing job, 26% of the respondents specified flexibility. According to this analysis most of the employees specified people and work environment.
- Satisfied with the support HR department are 50% of the respondents specified satisfied, 35% of the respondents specified more satisfied, 15% of the respondents specified most satisfied, According to this analysis most of employees specified satisfied.
- Company provide opportunities are 65% of the respondents specified yes, 12% of the respondents specified no, 23% of the respondents specified occasionally, According to this analysis most of employees specified yes.
- Management give opportunities are 81% of the respondents specified yes, 3% of the respondents specified no, 16% of the respondents specified occasionally, According to this analysis most of employees specified yes.
- Co-employees at work place are 35% of the respondents specified satisfied, 30% of the respondents specified more satisfied, 35% of the respondents specified most satisfied, According to this analysis most of employees specified same 2 satisfied and most satisfied.
- What factors motives you at work place are 26% of the respondents job profile, 8% of the respondents specified company policy , 66% of the respondents specified work environment, 0% of the respondents specified others. According to this analysis most of the employees specified work environment.
- Good relation with the co-workers are 35% of the respondents specified satisfied, 39% of the respondents specified more satisfied, 26% of the respondents specified most satisfied, According to this analysis most of employees specified more satisfied.
- Recognizes the work done by me are 46% of the respondents strongly agree, 54% of the respondents specified agree, 0% of the respondents specified neutral. According to this analysis most of the employees specified agree.
- Enjoy to work every day and performing at your best are 26% of the respondents specified yes, 0% of the respondents specified no, According to this analysis most of the employees specified yes.
- Work in a safe, healthy, comfortable are 12% of the respondents strongly agree, 50% of the respondents specified agree, 3% of the respondents specified neutral. According to this analysis most of the employees specified agree.
- Participation growth of the company are 26% of the respondents specified fully, 0% of the respondents specified partially , 0% of the respondents specified occasionally. According to this analysis most of the employees fully.
- Calculated value of chi square is more than the table value 2.62 so the null hypothesis is rejected, alternative hypothesis is accepted. Hence it is concluded that there is a significant relationship between age and respondents perception recording the employee motivation.

- There is significance correlation relationship between Rate statement and Award progress of company.
- There is significance ANOVA relationship between educational qualification and nature of job.

V. SUGGESTIONS

BSNL should provide incentives / awards to the employees when there is an increase in profit and management of BSNL in consultation of their employees in taking managerial decisions.

The existing work force motivated at present seems very good and the management has to adopt further steps for achieving the desired goal in the organisation through employee motivation by adopting the required motivational techniques.

VI. CONCLUSION

The motivated employees are the Top management of an organization. If they are not motivated properly, a management cannot achieve their organizational goal easily and effectively.

The study revealed that working environment is the important factor motivating the employees basis as a organisation to follow up more concentration on welfare facilities and incentives provided to their employees and also to increase their motivational techniques like potential knowledge , award progress, , orientation program, training program, health and safety growth of their company.

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