Assignment Title: **Developing relationships and workplace achievement**

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Task 2

Component 1

Executive Summary

The major goal examining this module is to learn about the most important theories of motivation in organisations, such as Maslow's Theory, McGregor's Theory X and Theory Y, and Herzberg's Two Factor Theory. The study delves into the specifics of these hypotheses, as well as the research methodology used and any objections.

The study begins with a brief overview of motivation and its importance in organisations, followed by an explanation of the two major theories of motivation and their objections. Maslow's need hierarchy theory discusses an individual's five levels of need requirements. Maslow's philosophy is based on the many needs of individuals, whereas Herzberg's two factor theory explain two factors which effect job saticfaction,hygiene and motivation. This report also highlights the importance of schooling and development in organisation and how it supports employee delight and business overall performance. In the last part difference between Performance Appraisal and Performance Management has been discussed. This report will also discuss about Personal SWOT Analysis and Personal Development (PDP) plan.

Introduction:

Motivation is the method of inspiring employees to carry out their excellent through motivating them to give a valiant effort. Every management wants their organization to have the best-appearing personnel, which can only come from motivated employees. Employees who are motivated are more committed to their jobs and organisations. It's difficult to motivate employees, thus it's a task. Motive is an internal emotion that stems from one's attitudes, actions, and thoughts (Bandura, 1977). Managers must learn how to motivate their staff and establish a positive work atmosphere so that they remain engaged and productive. I have chosen Priestley Rose nursing home where I was working before and have applied Maslow theory of motivation at my workplace. Similarly, advantages of learning and development and how it can impact employee's performance management.

Company Profile

Priestley Rose Nursing Home

MACC Care Ltd is a company that focuses on dignity and respect when providing care. MACC aims to enable freedom and a satisfying living by promoting traditional values alongside quality care. There are a variety of common areas in the spacious interiors, and care professionals take pride in making each individual feel safe and pleased. Residents benefit from registered nurses on site 24 hours a day, a variety of activities, and a varied food for special diets, all while living in a home with a manicured private garden. Maccare owns five nursing homes, with Priestley Rose Nursing Home being the first to open in 2006.

Priestley Rose can meet a wide range of needs by welcoming both single and dual occupancy residents to an environment maintained by skilled nurses and attentive care personnel.

With an intriguing activities programme in place and seasonal food selections, the home takes satisfaction in supporting everyone's well-being and happiness.

Residents are encouraged to personalise their rooms, and the service provides access to a variety of therapies. (www.macccare.com)

LO:1 Motivation

Motivation comes from the Latin phrase "movere," which meaning "to transport." Motivation is described as an internal force that directs and activates conduct. The system of describing why and the way human behaviour is activated and directed is referred to as motivation concept. It is regarded as one of the most important topics of organisational behaviour research.

Motivation is defined as the willingness to put out a specific amount of effort. Inspiration is the ability to work at a specific degree of exertion. Motivation is the willingness to work at a certain level of attempt. Motivation is the point at which a character demonstration or acts with a positive purpose in thoughts, it desires each want and be a Inten on to set their targets, this become encouraged by using Middleton and Perks (2014).

Source: Author

Types of motivation:

There are two types of motivation

(1) Intrinsic motivation

(2) Extrinsic motivation

Intrinsic Motivation	**Extrinsic motivation**
Refers to behavior that is driven by internal rewards Drci,Ryan(1985).	When things are achieved to or for humans to be able to encourage them
Intrinsic motivation occurs without any external rewards	Extrinsic motivators can have a dramatic and immediate effect
Autonomy,Mastery,Purpose three important steps Pink (2009)	do not always sustain
Examples: Learning new skills, Playing sp	Examples:Incentives,Increased pay,Praise,Promotion and punishment.

My Organisation use both intrinsic and extrinsic factors to motivate its employees. I have learnt different languages and computer skills at my workplace to develop my intrinsic

motivation which helped me to boost my Personal development. Intrinsic motivation helped me in my personal growth and recognition from my manager helmed me to perform better. This contributed to better organizational performance in the long term.

Theories of motivations:

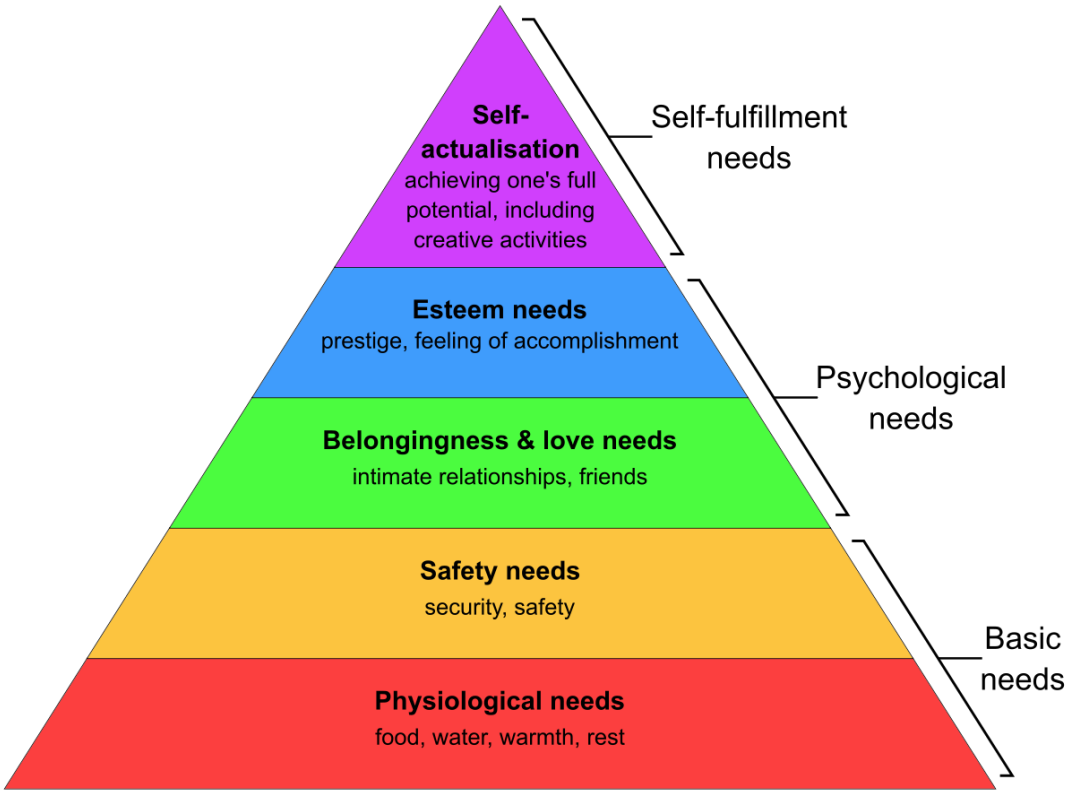
There are different theories of motivation which are:

- Maslow's hierarchy of needs
- Herzberg's two-factor model
- ERG theory (Alderfer)
- Content theory
- McClelland's achievement motivation

Here I will discuss one theory which applies or fit to my workplace, which is Maslow's hierarchy of needs theory. Herzberg's is also another important motivation theory which can applied to workplace.

Maslow's hierarchy of needs

f Maslow (1954) recommended that there are 5 fundamental categories of wishes that practice to human beings in fashionable, beginning with basic physiological wishes, via a hierarchy of protection, social appreciation wishes to the need for self-actualization, the best want of all. When a decrease want is met, the following better will become dominant and the man or woman's attention is directed to assembly that higher need. In any case, the need for self-realization can never be fulfilled.



Source: Author

Comparison between Maslow's and Herzberg's Motivation Theory

Similarities:

- Both utilize a various levelled scale. In which one confirmation needs to initially be beyond question or generally completed sooner than progressing to the resulting stage

- Both are based at the conflict that "we go about as we do consider the way that we are attempting to fulfil inside wishes." (Bartol et al., 2005) i.e., Needs speculation

- Herzberg's neatness thought contrasts and Maslow's Physiological, security and belongingness wish i.e., they each have comparative models (crucial remuneration, work conditions etc...)

- Additionally, Herzberg's inspiration's thought compare with Maslow's regard and self-completion needs i.e., they each have the equivalent criteria(recognition,growth,achievement etc...)

- The two speculations are enlivened through natural circumstances, worker mentalities and therefore, their inspiration. These effect a representative's presentation

Differences

- Maslow says that every level of the five must be totally or in huge part finished prior to progressing to the accompanying level. In any case, Herzberg forewarned that there have been best 2 levels (cleanliness and inspirations) instead of 5.
- Maslow said that pleasant each degree is a motivator, however Herzberg said that pleasing the hygiene level simplest consequences in an employee being in neutral nation and that satisfaction and motivation simplest comes from the2nd degree (motivator).

Herzberg's two-factor model/theory:

Two companies of factors affect job satisfaction: 1) the ones intrinsic to the work itself; 2) the ones extrinsic to the activity (extrinsic motivators or hygiene elements) which include pay and running situations Herzberg et al (1957)

Hygienic: Salary, Supervision, Company Policies,Supervisions,Security etc... (extrinsic)

Motivation: Recognition and achievement, Growth (Intrinsic)

Application of Maslow's and Herzberg's theory at my workplace:

In my point of view both theories are being utilised in my workplace to motivate its employees. As Abraham Maslow contended that people are inspired by five fundamental requirements. He framed a pyramid showing these requirements which he called the 'progressive system of necessities. My organization gives me routinely regularly scheduled compensation and fundamental facilities.Macccare (Priestley nursing home) gives the security of formal agreements of work which incorporates benefits and disorder plans and choice to join an association to give representatives feeling of having a place. It likewise guarantees wellbeing and security in the work environment. My organization promotes teamworking at different level which help us to get motivated. I have worked at different team level in my organisation which has improved my relationships and communication skills. Priestley Rose values emphasise self-respect and respect for others and prise for hard work, its self-assessment ,360-degree feedback, and appraisal system help to recognise individual contributors and importance. This 360 degree and appraisal system helped me to identify my weaknesses and strength and motivated me to rectifies my weaknesses. My organisation offers Personal development Plans (PDP)which helps in recognising my skills and talent and create opportunity for promotion and career progression programme.

LO.2: Training and Development

Training and development are basic to the adequacy of associations just as representatives' work encounters. Working environment efficiency, wellbeing and security, and self-improvement are totally impacted via preparing. All organizations that utilize individuals should put resources into their workers' preparation and advancement. Most organizations know about this commitment and give time, cash, and different assets to preparing and improvement. Such a speculation could incorporate recruiting preparing and advancement faculty just as paying compensation to representatives who are going through preparing and improvement. Putting resources into preparing and advancement requires the procurement and support of room and gear.

Goldstein I. L. & Ford K. (2002)

Training:

" Training is the most common way of showing new workers the fundamental abilities they need, to play out their positions" (Gary Dessler).

As Reynolds (2004: 45) referenced, Training has a correlative capacity to play in speeding up acquiring information on: 'It must be saved for conditions that legitimize a more noteworthy coordinated, proficient drove approach as opposed to survey it as an extensive and all-unavoidable people improvement reply'

Types of Training:

•manual capacities, including apprenticeships.

•Information Technology abilities.

•group pioneer / administrative preparing.

•authority and the executives preparing.

•relational abilities, e.g., authority, group building, overall vibes, neurolinguistic programming.

Employee satisfaction and Organization performance

Employee training and advancement programs are basic for upgrading worker execution. Truth be told, a 2019 report distributed in The International Journal of Business and Management Research demonstrates that 90% of representatives overviewed concurred or firmly concurred that preparation and advancement programs further developed their work execution.

Following are some ways employee training and development efforts improve employee performance.

- Training for New Responsibilities
- Learning About Industry and Technology Updates
- Adapting to Remote Work
- Updating New Employee Training
- Addressing Performance Review Findings

Benefits of Training and Development

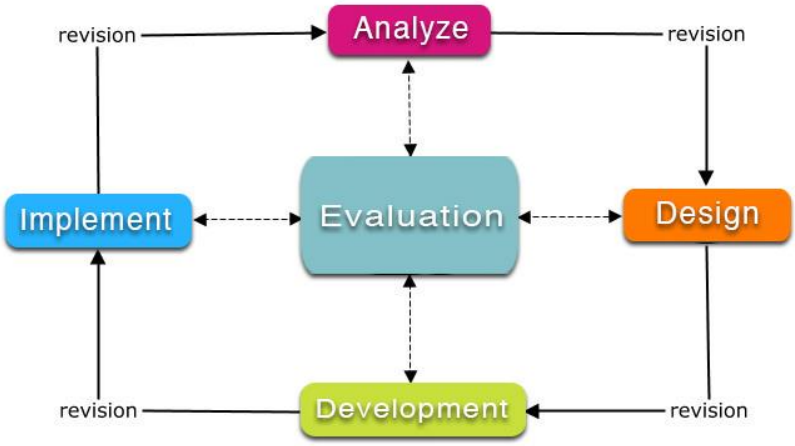
Preparing and Development Boost Employee Productivity

- Focusing on Required Skills
- Explaining Expectations
- Upgrading Employee Engagement
- Encouraging Continuous Improvement

Preparing and Development Help with Reducing Employee Turnover

Preparing and Development Assist with Improving Company Culture

My organization has systematic training model in place for employees which benefit both employees and organization.



Source:wordpress.com

There are different types of training been conducted at my workplace which includes:

- Just in time training
- Bite sized training

LO.3:

Performance Appraisal:

Performance appraisal involves evaluation of a worker's overall performance on the job.

It involves measuring quantitatively and qualitatively, a worker's past and present performance, close to his specific role and potential he imparts to organisation.

Performance appraisal is regarded as a critical element of human resource management. Scholars use extraordinary terminologies to indicate it. Meggioson (1967) prefers to apply the term "worker appraisal" at the same time as Cunning (1972) makes use of the time period, "team of workers evaluation".

Purpose of Performance Appraisal

Execution esteem conclusions are significant for the amazing control and evaluation of labor force. Evaluations help foster people, work on authoritative by and large execution, and feed into business arranging. Formal generally execution evaluations are regularly led yearly for all group of laborers inside the association. Every representative is assessed with the guide of his/her line chief. It is a method of assessing the action execution of a laborer.

Uses of Performance Appraisal:

- H &R Planning
- Enlistment and Selection
- Preparing and Development
- Profession Planning and Development
- Pay incentives

Performance management

PM is a non-thwart strategy for sorting out, estimating and developing the general exhibition of people and gatherings and adjusting essential by and large execution to the essential objectives of the venture. Aguinis (2005, p 2). Performance control (PM) is an intention-orientated system directed toward making sure that organizational techniques are in region to maximize the productiveness of personnel, groups, and ultimately, the agency. It is a primary participant in engaging in organizational approach in that it entails measuring and enhancing the price of the staff. David F.Giannetto (June,2009).3

Types of Performance management tools:

- 360-degree feedback
- Balance Score card
- Reward and Recognition
- Key Performance indicators (KPIs)
- Performance Appraisal

- Management by Objectives (MBO)
- Personal Development Plans

Performance management at my workplace:

In my workplace the top administration is answerable for Performance control who along with Human Resource,plan,prepare,monitor and control sports, give the executives to accomplish vital association objectives. My business endeavor gets extreme in general execution through developing unreasonable phases of commitment, persuading people to embellish gifts and abilities through remarks, schooling and private improvement

. The objective of overall PM is to improve overall performance to permit company goals to be carried out. My organisation uses both performance appraisal and performance management to accomplish its goals. Performance appraisal is conducted by manager or line manager once a year. During the appraisal different areas been discussed which includes communication skills, team management, time management, interpersonal skills. Mangers provide feedback on my performance and identify weaknesses and explore opportunities to dealt with weaknesses and threat by using SMART objectives. The main tools of performance management used in my organisation is performance appraisal ,360-degree feedback,Visaual assessment and Ratings. In 360-degree feedback all staff including subordinates, managers give their feedback about my performance and identify the areas which I need to improve and discuss measures and actions to achieve these objectives. Personal development plan plays very important role in achieving my SMART goals.

Despite the fact that it is the last objective of generally execution control, further developed execution (each undertaking and relevant; Borman &Motowildo, 1993) can be thought about a distal result of the way. More proximal impacts comprise of the intellectual, emotional and conative results that go before changes in execution. For example, Kuvaas (2007) discovered that the relationship between developmental aim setting and comments on the only hand, and self-pronounced overall performance on the other hand become mediated by means of intrinsic motivation.

Objectives of Performance management

Performance management play very vital role in developing employee's knowledge and skills which ultimately improve organizational performance.

Conclusion:

The terms 'Performance control' and 'in Performance Appraisal' are from time to time utilized interchangeably, but they're unique. Execution the executives is an exhaustive, consistent and adaptable way to deal with the control of partnerships, groups and individuals which includes the most amount of discussion between those involved. Execution examination is a more restricted methodology which incorporates chiefs making zenith down tests and rating the general exhibition in their subordinates at a yearly presentation evaluation meeting. Looking at execution examination versus execution the executives, execution examination work principles and assesses past in general execution dependent on such set norms though execution the board goals at dealing with execution genuine chance to guarantee execution arrives at the ideal levels. Execution examination and execution control are two representatives generally speaking execution assessment strategies.

The key qualification between execution evaluation versus execution the executives lies inside the degree. Both execution esteem conclusions and execution control involve setting execution targets auditing the accomplishment of goals and conceiving ways of empowering workers to meet targets.

Part B

SWOT Analysis:

In business, SWOT Analysis reveals the Strengths and Weakness of an organization and distinguishes the chances and Threats that it faces.

Just as that is vital for organisations, it's additionally useful while we use it on our personal situation. By understanding our strengths, we will cognizance our efforts on the matters we are appropriate at and by way of knowledge our weaknesses, we recognise what to keep away from, what to improve and in which we want to assist.

Personal SWOT Analysis

Strengths: Good leadership skills Good communication skills Good team management skills	**Weaknesses:** Computer skills Problem solving skills Negotiating skills
Opportunities: Attending Training Further studies Attending mentorship programs	**Threats:** Competitiveness Changing technologies Job skills

Personal development Plan (PDP)

Self-improvement plan (PDP) OR Portfolio is an evaluation device utilized by representatives in association, which alludes explicitly to your desires in regard to Personal turn of events. It permits us to set our own objectives and track down the most effective way to accomplish these objectives. (Brown, 1995; McMullan et al., 2003.

Why we use PDP?

The individual improvement plan (PDP) is a practical gadget which help to reflect private learning, Performance, and accomplishment. It permits us to sort out our private, scholastic and calling improvement. The utilization of PDP assists us with explaining my own short terms and long-haul objectives, see completely about our qualities and shortcomings and work on our employability. (McMillan and Weyers, Pearson Ed ltd., 2006)

Personal development plan

Date: 22/11/2021

Name: Shiraz Ahmed Khan

Learning goal	Current Skill ability	Target skill ability	Development activity to use	Criteria for judging success	Time frame
To further develop arrangement abilities	Presently they are sub optimal	I Need to work on to make great exchanges with my association providers and to make great arrangements for my organization and furthermore to empower me function admirably with my cohorts	I will develop these abilities by returning to school, understanding books and looking for help from my administrators.	Checking if an effectively persuade peers	12 weeks
Computer skills	They are at present normal	I want to further develop my PC abilities since they will work on my exhibition and will work on my examination.	Returning to college and looking for help from my colleagues as wells as my kindred representatives.	Dissecting assuming I use PCs in high capability	
To improve choice making talents	Average	Use sound judgment. Tackle issues happen in my Workplace.	going to class, preparing and workshops just as partaking in class conversations.		24 weeks
To further develop my critical	Average	To deal with issues that happens in my association and	Attending university and searching	Adequately help friends to tackle	12 weeks

thinking abilities		in my gathering at work. To have the option to deal with issues without favoring one side	for assistance from my manager.	difficulties that they face	

Improvement exercises	Time span required
• Going to workshops, gatherings • Scrutinizing more books in the library and online articles that identify with independent direction and critical thinking. • Requesting help from my talks and cohorts. • Going to classes and extra trainings	5 weeks
• Participating in class show or conversation and perusing articles identified with my calling.	4weeks
Participating in class work and helping out my mentor and getting books.	On regular bases

Conclusion:

Employee motivation is a fundamental mission for chiefs. Early inspiration thought along with that of Taylor proposed that pay roused laborers to further develop creation and productivity. Regardless, organisations currently need staff to have additional inspiration and component a stake inside the venture for which they work, as displayed by means of Mayo. Maslow and Herzberg confirmed that faculty are energized with the guide of a wide range of variables. Priestley Rose offers opportunities for its supervisors and labor force to take a rate and a more premium in their own work. Since each specialist is a man or woman,with specific features wants and desires, the method of execution the board and execution examinations and self-awareness plans permit notoriety in their abilities and achievement.in expansion to improvement. Further to this preparation and advancement given by association foster information and abilities and profession improvement of workers and create motivation.

I have cultivated my own and master improvement plan by recognizing my goals and targets and this was directly following endeavor A SWOT examination. My purpose in cultivating the game plan was to additionally foster my dynamic capacities, PC capacities, trade capacities and decisive reasoning capacities. I had the choice to achieve my objections by staying on track and ensuring that it was executed as organized. Thinking about my headway, I can say that I had the choice to achieve my objections through the assistance that I got from my associates, individual specialists, and talks. This chipped away at my show and engaged me to achieve my put-out goals and objections. I had the choice to additionally foster my dynamic capacities and at this moment I can create extraordinary game plans when gone up against with troubles. Also, I am by and by extraordinary at managing PC packs due to the incomparable IT capacities that I procured meanwhile.

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