



REFLECTIVE REPORT

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Employability and academic skills

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Motivational Skill:

The factor of motivation plays a vital role in an organization. An effective leader requires a motivating skill that helps in appreciating the employees of the organization. To keep your employees satisfied, one needs to understand the motivating factor to keep pushing employees to perform better. According to Michal J. Jucius, motivation means any act or activity to stimulate any individual or someone to take a course of action or to push someone to work towards achieving the desired goals and reaction. Successful motivational skill is important if you want to enhance the potential of your employees. Motivation is used to increase the positive results performed by employees which leads to maximum chances of achieving the desired goals of the organization.

Reflection:

In my reflection on the experience of learning this module, I have learned and understood the motivation concept. This made me realize the importance of these skills at a senior level within the organization. I came to know that the concept of motivation is an important issue in businesses. I have observed that human behavior can be controlled by positively motivating them. This gives them a level of satisfaction which leads to an enhanced level of productivity.

Job Satisfaction:

Job satisfaction means an emotional reaction to the job that is a result of actual outcomes that is connected with the desired goals (Cranny, Smith, and Stone 1992). An individual or an employee who is satisfied with his job feels fulfilled with his job. It is a positive feeling of an employee toward their job (Daft, 2003). Job satisfaction is an inherent feeling that impacts society. It gives a full utilization of talents while also helping in meeting the needs of personal growth. As defined by Mullins (2005), job satisfaction is more of an attitude, an internal state. He further added that the concept of job satisfaction is a feeling of either qualitative or quantitative achievement. This aspect might be difficult and complex.

Reflection:

In my reflection on the experience that I learned in this module is that the term job satisfaction is used interchangeably. This made me understand that job satisfaction is important to achieve to perform well within any organization. I started practicing these skills by discussing different ways of it with other people. I came to know that satisfaction in a job comes from motivation.

Theories of Motivation:

A state of mind that is filled with energy and enthusiasm is known as motivation, which enables a person to do a job in a certain way to achieve desired targets. Motivation is said to be a force that drives people to work with a level of focus and commitment, whatever the situation be. A certain type of human behavior that forces human actions is motivation. There are many different theories of motivation as proposed by different psychologists. Some of the famous theories of motivation include the following:

We elaborate on these theories below:

1. Maslow's Theory of Hierarchical Needs:

Abraham Maslow proposed a theory that says that a person is motivated when his needs are fulfilled. It is not necessary that individuals work only for money or security, mostly they work to use their skills and contribute to the business. Maslow defined this by creating a level according to the needs of human nature. There are five in total where the lowest level is the basic needs of life. These levels are defined below:

- **Psychological needs** - basic needs of life i.e., air, food, water, shelter, and clothing. These are the basic needs for life amenities.
- **Safety and security needs** - It includes the safety of physical, emotional, and environmental protection.
- **Social needs** - Humans are social animals, so they need a sense of love, care, belongingness, affection, and friendship.
- **Esteem needs** - these needs are of two types i.e., internal and external. It includes the need for self-recognition and respect.
- **Self-actualization needs** - This is the level of personal development, where humans want to learn and accept challenging work.

2. Herzberg's Motivator-Hygiene (Dual-Factor Theory)

Hertzberg's theory is being classified into two broad categories; motivators (satisfiers) and hygiene factors (dissatisfiers). Motivator factors may include recognition, performance, opportunities, achievement, self-growth, job status, etc. On the other hand, hygiene factors include remuneration, workplace environment, working conditions, rules and regulations, relationships with other staff, etc.

3. **McGregor's X and Y Theories**

A manager's attitude impacts the motivation of employees as per Douglas McGregor. He proposed two theories i.e., theory X and theory Y. In theory X, managers forcefully enable the employees to take action to do their tasks. While in theory Y, the management enables the employees to perform well by motivating them.

Reflection:

In my reflection on the experience of learning this module, I have learned and understand the theories of motivation concept. This made me realize the importance of these skills at a top-level within the organization. I came to know that in this world we are living with limited resources. By applying these theories, we would be able to achieve more productive results by motivating employees. I am practicing understanding these theories by visiting some working places. It helps me a lot to understand that the management is responsible for increasing the motivation of employees by providing them with satisfaction.

Employee Recognition through Rewards:

Most employees get motivated if their hard work has been recognized properly. If an organization has a culture of recognition, whether in the form of monetary or non-monetary, it helps in showing appreciation to the employees. This boosts their performance which helps in maximizing productivity. An employee feeling appreciated is much more satisfied with his job. The company must create a recognition program that includes some meaningful packages or specific recognition that helps in achieving the final objectives of the business. A reward scheme should also be introduced to motivate your team. These rewards may be in the form of vacations, staff lunches, outings, or a trip to the countryside.

Reflection:

In reflection on my experience, it was amazing to learn that recognition is the main factor of motivation within the organization. I understand the importance of it and also practice some of its plans by being specific, and relevant in my work. It made me understand the importance of being appreciated at the workplace.

Communication Skills for Motivation:

Effective communication with your managers, supervisors, and colleagues is the essential ability to learn. In today's era, one must know the way of communicating effectively via face to face, email, phone, or social media platform. These skills would let you get hired

easily, or you got promoted in your career with success. An employee may get motivated through the proper way of communication, and he/she will feel more confident and satisfied in their job. There are some skills to learn in order to communicate effectively and efficiently for your career success:

Listen Carefully:

This is the main component of communication. It is a sign of good communication to be a good listener. No one likes a person who does not listen properly or does not care what another person's concerns are. In case you are not a good listener, you will find it hard to understand the concern of the next person. So, whether the communication is between management meetings or talking with your team, good communication is the key to success. Good and clear communication is an effective tool that helps in boosting the value and morale of an employee.

An employee or an individual should take time to listen carefully to what their teammates have to say and reply back to them according to their concerns. Ask questions like what they want and then answer them in a unique and different way according to the question asked.

Reflection:

What I learned and experienced from this module is that good communication is the key to motivating staff members or teammates. I have come to know that the best way to communicate is to listen carefully to the concerns of other people and then reply back in a very calm and good way. Communication is important at all levels within the organization. I am also practicing my communication skills by listening more calmly and carefully to other people's concerns.

Feedback Helps in Motivation:

Everyone loves to hear that they are doing a great job or they are the best employee of the organization. Praising your employees helps them in motivating themselves and they do their best to perform very well. Every employee wants to improve and develop, feedback is the best way to enable them to see how well they are doing it. If someone is not performing well, the feedback would help them to know their issue and they would perform better the next time. Employees feel valued and appreciated when they get positive feedback for their tasks.

Reflection:

In reflection on my experience of learning this module, I understood the importance of praising or giving feedback to your subordinates. Feedback increases the level of motivation in employees as it helps them to know what they are doing and how they are doing it. This makes them feel valued and appreciated which boosts their motivation level.

Safe and Secure Workplace Motivates Employees:

The office environment also affects the motivational level of the employees. People will always feel down if they don't feel a safe and secure working environment to perform their duties. So it is as important to motivate your subordinates or employees on their bad days as it is a good ones. This can be done by making the office environment pleasant. Also, place some plants in the office as studies show that it improves the office life and also boosts the employee's mood which leads to better motivation and productivity.

Reflection:

In my reflection on the experience of learning this module, I have learned that the environment has a greater impact on the human psyche. If an individual or an employee is provided with a pleasant environment, this would help them to increase their moods and office life. I like the idea of placing the plants in the office as it boosts the mood level which helps in creating motivation within the employees.

Conclusion:

It has been observed that employees who get motivation are much more productive and have a positive effect on the progress of the organization. Motivation is a vital aspect in any type of organization as it gives job satisfaction to the employees. This helps in creating an environment that supports and facilitates the workforce to perform more productively. However, in today's business, most organizations need to be more innovative and creative which is not possible without having a loyal and committed employee base.

The success of a business totally depends on the workforce hired for the task. Employees are an important factor in any organization as it affects the whole business of the organization. It would become easier for a business to achieve its organizational goal if it had a workforce who is loyal and committed to the business. The manager is also an important factor in an organization. It is the huge responsibility of the manager to hire the right candidate for the right task. His major duty is to assign tasks to different staff members and to get things done through the workforce. Managers must also be able to

motivate employees in many ways. As motivated employees are a very important aspect of any workplace, if they are not motivated then there would be no guarantee of job satisfaction for them. Lack of this leads to lower productivity within the organization.

There are different motivational strategies for employees in different organizations. Motivation theories are different in every area of the organization. This allows the employees to decide whether they want to stay or leave the organization. In many organizations, these motivational theories are not implemented properly. Due to this, there is an increased rate of employees leaving the organization and searching for better places to work. The human psyche is difficult to handle and is very complex, so the management must understand the motivation factor to keep employees committed to their work.

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