

Motivational Level of Human Resource in Airports Authority of India, Chennai

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Abstract

This article tries to investigate the relationship between employee motivation level, recognition and their participation in the work spot and its productivity in the concern. It scrutinizes the factors which affects the motivation levels of employees and their relationship with other factors. The objectives are to find a suitable solution to increase or improve the motivation levels which will leads to the success in the organization

Keywords; Satisfaction, Recognition, Work place & Improvement

I. INTRODUCTION AND REVIEW

Motivation is an action word that influences every aspect of our daily lives. Whether in athletics, academics, business, industry, entertainment or any other endeavor, motivation is fundamental in the level of success an individual attains. We are either motivated or not motivated to perform certain tasks. Psychologist asserts that motivation activates behavior and propels an individual forward toward achieving goals or needs.

The Effects of Technological Change on the global economic structure are creating immense transformations in the way companies and nations. They alter the way business is done, the way workers behave and the way managers manage their workers. Motivating and retaining employees has become a complex task for the managers. The need of the employees should be assessed systematically to know their levels of motivation so as to meet the expectations.

Work motivation is a middle-range concept that deals only with events and phenomena related to

people in a work context. Schultz and Schultz (1998), regarded motivation as tool simply the personal and workplace characteristics that explain why people behave the way they do on the job. The idea is that people do not need a reinforcement or reward if the activity itself interests them. To be honest, managers to motivates employees within which the roles they played. Jerris (1999).Luthans and Stajkovic (1999) concluded that advancement of human resources through rewards, monetary incentives and organisationalbehaviour modification has generated a large volume of debate in the human resource and sales performance field. Bruce and Pepitone (1999) propose an interesting view point according to which managers can only influence what employees are motivated to do. Individual incentives are considered as one of the pivotal initiatives for improving productivity (Shameem, 2018).

II. OBJECTIVE OF THE STUDY

- To study the satisfaction and participation of employees
- To study the employee recognition

- To study the relationship between wage hike, standard performance, supervision, satisfaction and recognition of employees.
- To give suggestions for the growth and perspective of the company.

III. LIMITATIONS OF THE STUDY

- The report is completely dependent of the employee's respondents.
- The respondents were not always open with their views.
- The changes of the biased responses cannot be eliminated through all steps were taken to avoid the same.
- Due to time constraint in-depth study could not be conducted.

IV. RESEARCH METHODOLOGY

Sampling Method	Simple random sampling technique
Questionnaire Design	Closed Format Questions
Period of Study	6 months
Method of Data Collection	Primary Source & Secondary Source
Statistical Tool	Percentage method
Sample size	94

V. ANALYSIS AND INTERPRETATION OF DATA

Table 1 Gender

GENDER	FREQUEN CY	PERCENT AGE %
Male	60	63.83
Female	34	36.17
TOTAL	94	100

The above table depicts the gender of respondent. About 63.83% of employee are male and 36.17% of

employee are female.

Table 2 Experience

YEARS OF EXPERIENCE	FREQUENCY	PERCENTAGE %
1-5 years	50	53.19
6-10 years	20	21.27
11-15 years	14	14.89
More than 15 years	10	10.63
TOTAL	94	100

The above table denotes the years of experience of respondent. About 53.19% of employees has 1-5 years of experience, 21.27 % of employees has 6-10 years of experience, 14.89 % of employees has 11-15 years of experience and 10.63% of employees has more than 15 years of experience.

Table 3 Satisfaction Of Employee At Work Space

ATTRIBUTE	FREQUENCY	PERCENTAG E %
Very satisfied	30	31.91
Satisfied	18	27.40
Neutral	10	10.64
Dissatisfied	14	14.89
Very dissatisfied	22	13.16
TOTAL	94	100

The table exhibits the satisfaction of employee at work space. About 31.91% of the employee are very satisfied, 27.40 % are satisfied, 10.64 % are neutral ,14.89% are dissatisfied and 13.16% are very dissatisfied.

Table 4 Effectiveness Of Employee Paricipation In Decision Making

ATTRIBUTE	FREQUENCY	PERCENTAG E %
Very satisfied	20	31.91
Satisfied	10	10.64
Neutral	24	25.53
Dissatisfied	30	21.28
Very dissatisfied	10	10.64

TOTAL	94	100
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The table shows effectiveness of employee participation in decision making. About 31.91% of employee are very satisfied, 10.64% are satisfied, 25.53% are neutral, 21.28% are dissatisfied and 10.64% are very dissatisfied.

Table 5 The Role Of Human Resource In The Organization

ATTRIBUT E	FREQUEN CY	PERCENT AGE %
Very satisfied	31	32.98
Satisfied	35	37.23
Neutral	12	12.77
Dissatisfied	9	9.57
Very dissatisfied	7	7.45
TOTAL	94	100

The table denotes the role of Human Resource in the organization out of 100, 32.98 % are very satisfied, 37.23% are satisfied, 12.77 % are neutral and less than 10% are dissatisfied and the balance are very dissatisfied.

Table 6 Employee Recognition From Superior

ATTRIBUT E	FREQUENC Y	PERCENTA GE %
Very satisfied	28	29.79
Satisfied	32	34.04
Neutral	14	14.89
Dissatisfied	12	12.77
Very dissatisfied	8	8.51
TOTAL	94	100

The table depicts employee recognition from

superior. Above ¼ th are very satisfied, nearing 35% are satisfied, 15% are neutral, 12% are dissatisfied and the balance % are very dissatisfied.

Table 7 Job Satisfaction Of Employee

ATTRIBUT E	FREQUEN CY	PERCENT AGE %
Very satisfied	32	34.04
Satisfied	34	36.17
Neutral	12	12.77
Dissatisfied	10	10.64
Very dissatisfied	6	6.38
TOTAL	94	100

The table exhibits job satisfaction of employee. About 34.04% of employees are very satisfied, 36.17 % are satisfied, 12.77 % are neutral, 10.64 % are dissatisfied and 6.38% are very dissatisfied.

Table 8 Supervisor Good Deal Of Attention Of Physical Working

ATTRIBUT E	FREQUEN CY	PERCENT AGE %
Very satisfied	36	38.29
Satisfied	22	23.41
Neutral	15	15.96
Dissatisfied	11	11.70
Very dissatisfied	10	10.64
TOTAL	94	100

The table represent supervisor good deal of attention of physical working. About 38.29% are very satisfied, 23.41% are satisfied, 15.96% are neutral, 11.70% are dissatisfied, and 10.64% are very dissatisfied.

Table 9 Special Wage Hike To Employee Who Perform Their Job

ATTRIBUTE	FREQUENCY	PERCENTAGE %
Strongly agree	72	76.59
Agree	6	12.39
Neutral	12	6.77
Disagree	4	3.20
Strongly disagree	0	1.05
TOTAL	94	100

The table describe special wage hike to employee who perform their job. Above 3/4th are strongly agree, the remaining 1/4th shared by agree, neutral, disagree and strongly disagree.

Table 10 Individual Recognition For Attaining Standard Performance In Your Organization

ATTRIBUTE	FREQUENCY	PERCENTAGE %
Strongly agree	44	56.81
Agree	25	26.58
Neutral	8	8.52
Disagree	4	4.26
Strongly disagree	13	3.83
TOTAL	94	100

The table depicts how is an individual recognition for attaining standard performance in your organization. Above 50% are strongly agree, 25% and above are agree, less than 1/10th are neutral, less than 5% are disagree and the balance are strongly disagree.

Table 11 Relationship Between Wage Hike, Standard Performance, Supervision, Satisfaction And Recognition

Results						
	WAGE HIKE	standard PERFORMANC E	SUPERVISION	SATISFACTION	RECOGNITION	Row Totals
WAGE HIKE	72 (42.40) [20.66]	44 (42.40) [0.06]	36 (42.40) [0.97]	32 (42.40) [2.55]	28 (42.40) [4.89]	212
STANDARD PERFORMANC E	6 (23.80) [13.31]	25 (23.80) [0.06]	22 (23.80) [0.14]	34 (23.80) [4.37]	32 (23.80) [2.83]	119
SUPERVISION	12 (12.20) [0.00]	8 (12.20) [1.45]	15 (12.20) [0.64]	12 (12.20) [0.00]	14 (12.20) [0.27]	61
SATISFACTION	3 (8.00) [3.12]	4 (8.00) [2.00]	11 (8.00) [1.12]	10 (8.00) [0.50]	12 (8.00) [2.00]	40
RECOGNITION	1 (7.60) [5.73]	13 (7.60) [3.84]	10 (7.60) [0.76]	6 (7.60) [0.34]	8 (7.60) [0.02]	38
Column Totals	94	94	94	94	94	470 (Grand Total)

Result

Statistic Value is 71.6328.

The p-value is < 0.00001.

The result is significant at $p < .05$.

VI. FINDINGS

- Nearly 63.83% of the respondent are male.
- Majority 53.19% of the respondent have 1-5 years of experience.
- About 31.91% of employees are highly satisfied with their work space.
- Nearly 31.91% has effectiveness of employee participation in decision making.

- About 37.23% are highly satisfied with the role of HR in the organization.
- Majority 34.04% are satisfied for employee recognition from superior.
- Nearly 36.17% of employees are satisfied with their job.
- About 38.29% of the respondent are highly satisfied with the attention of supervisor in physical working.
- Nearly 76.59% of the employees strongly agree with the wage hike provided after performing their job.
- About 56.81% of the respondent strongly agree an individual recognition for attaining standard performance in the organization.
- There is significant relationship between wage hike, standard performance, supervision satisfaction and recognition

VII. SUGGESTIONS

The management creates a challenging work or new assignment or opportunity to develop the innovative idea of the employee.

Encourage the open communication between both the appraisers and appraise.

The study reveals that increase in salary and incentives will motivate the employee more.

VIII. CONCLUSION

It is concluded that the employees are satisfied with the motivation levels offered in the organization. The study highlighted factors which will help the organization to motivate the employees. Motivation plays significantly in the company when it comes to employee's performance.

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