

Factor Affecting Employee Motivation and Their Relationship to Job Performance: A study on Cargo Services of H.P(India)

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ABSTRACT

The purpose of this article is to emphasize the necessity of inspiring employees to achieve better work habits in order to achieve the Cargo Services objectives. Employee motivation is influenced by a variety of external and internal variables. Employees in cargo service with special reference Himachal Pradesh appear to be demotivated today for a variety of reasons. This paper focuses on the discovery of motivational elements as well as the relationship between motivation and work performance. The study's major findings demonstrated that a good working environment, the ability to develop quality experience, the alignment of abilities and job duties performed by employees, and reward packages had a substantial impact on motivation and job performance.

Keywords: Motivation, work performance and rewards.

INTRODUCTION

When it comes to the performance and achievement of cargo service of Himachal Pradesh and cargo service goals, employee motivation is always a key aspect. Employee motivation has decreased in GatiKwe Ltd, Blue Darts Express Ltd., Trackon Couriers Pvt. Ltd. Himachal Pradesh due to a variety of factors including financial constraints, poor cargo service management, a lack of training and direction, a misalignment of extrinsic and intrinsic rewards, rising unemployment, rapid globalization, and poor economic conditions. The goal of this paper is to learn about the elements that influence motivation and how they relate to employee and cargo service performance. To collect data, a survey approach is employed.

Objectives of the Study

The following are the main aims of this research:

- i. To analyze the current employee performanceinfluence employee motivation in cargo service Himachal Pradesh (India).
- ii. To look at the link between employee motivation and job performance.

Research Questions

- i. What are the factors that affect employee's motivation?
- ii. What is the relationship between employee's job performance and motivation?

Research Methodology Taking a sample in this analysis, a simple random sampling approach was used, and the total sample size was 120 respondents from three cargo services sectorGatiKwe Ltd, Blue Darts Express Ltd., Trackon Couriers Pvt.Ltd. in the same cargo services sector of H.P. Respondents from the various department employee cargo services sector of the H.P. were included in this report. Obtaining information through questionnaire was used to assess the level of morale and

understanding of different employees at work. Measurements the theory is put to the Chi square test.

Presentation and Analysis of Data:

The use of tables and percentages would be crucial in treating and interpreting the data gathered. The information gathered was organized into a table and evaluated using percentages. Chi-Square was used to evaluate the theories.

The formula is as follows:

$$X^2 = \sum \frac{(o - e)^2}{e}$$

Where, X^2 = Chi-Square

o stands for Observed Frequency.

e stands for expected frequency.

The alternative hypothesis (H1) is adopted if the measured chi-square value (X^2) is greater than or equal to the table value at the 0.05 degree of significance, but the null hypothesis (H0) is accepted if the calculated chi-square value is smaller than the table value.

Data Presentation:

Tables and figures are used to present and interpret this research project. This will allow the researcher to come to a definitive conclusion about the research subject.

Does the factor that affect employee's motivation of cargo service?

Options	Number of frequency	Percentage (%)
Strongly agree	52	43
Agree	40	34
Disagree	16	13
Strongly disagree	12	10
Total	120	100

Source: Field Survey, 2021

According to the table above, 43 percent of respondents strongly agree that monetary incentives have a substantial impact on cargo services sector success, 34 percent agree, 13 percent disagree, and ten percent strongly disagree.

Do salaries and wages affect the performance and motivations of cargo services sector?

What is the relationship between employee's job performance and motivation?

Options	Number of frequency	Percentage (%)
Strongly agree	55	46
Agree	37	31
Disagree	16	13
Strongly disagree	12	10
Total	120	100

Source: Field Survey, 2021

According to the table above, 46 percent of respondents strongly agree that compensation and wages have an effect on cargo services sector success, while 31 percent agree, 13 percent disagree, and 10 percent strongly disagree.

Test of Hypothesis One:

H₀₁: monetary incentive does not have significant effect on the performance of cargo services sector

Variables	O	E	O – E	(O – E) ²	$\frac{(O - E)^2}{E}$
Strongly agree	52	30	22	484	16.13
Agree	40	30	10	100	3.34
Disagree	16	30	-14	196	6.53
Strongly disagree	12	30	-18	324	10.80
Total	120	120			36.8

The calculated chi-square value = 36.8

$$Df = (K - 1) (4 - 1) = 3$$

Table value at 0.05 of significance and 4 degree of freedom (Df) = 7.377

Decision: Since the measured chi-square (X²) value (36.8) is higher than the table value (7.377), we dismiss the null hypothesis (H₀) and support the alternative hypothesis (H₁) that monetary incentives have no substantial impact on cargo services sector success.

Test of Hypothesis Two:

H₀₂: Salaries and wages do not affect the performance of cargo services sector

Variables	O	E	O – E	(O – E) ²	$\frac{(O - E)^2}{E}$
Strongly agree	55	30	25	625	20.84
Agree	37	30	7	49	1.63
Disagree	16	30	-14	196	6.45
Strongly disagree	12	30	-18	324	10.8
Total	120	120			39.72

The calculated chi-square value = 39.72

$$Df = (K - 1) (4 - 1) = 3$$

Table value at 0.05 of significance and 4 degree of freedom (Df) = 7.377

Decision: Since the measured chi-square (X²) value (39.72) is greater than the table value (7.377), we dismiss the null hypothesis (H₀) and support the alternative hypothesis (H₁) that salaries and wages have little effect on cargo services sector efficiency.

CONCLUSION

The purpose of this study was to determine the elements of motivation and their relationship to the performance of employees at inGatiKwe Ltd, Blue Darts Express Ltd., Trackon Couriers Pvt.Ltd. Himachal Pradesh. The outcomes of this study revealed the elements that influence motivation, as well as the fact that male employees are somewhat more focused on extrinsic incentives than employees. However, in order to stay engaged and work successfully, they all want learning opportunities and job stability. This paper will assist managers in motivating employees to achieve outstanding work habits by creating various benefit packages

and awards. Future researchers can collect more secondary data to gain a deeper grasp of the issue, as well as primary data to generalize the findings across a bigger section. This research study was carried out in Mandi; future researchers can carry out similar studies in other cities throughout the country or in the same country. Furthermore, future researchers will be able to get data pertaining to various levels of management, as employees have varied demands at various levels of management.

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