

People in Business Motivation

Motivation is the reason why employees want to work hard and efficiently for the business.

Basic Needs	Life essentials: food; shelter; clothing. Wages high enough to meet bills
Safety & Security needs	work in clean & orderly space; work should be secure; right for pension & sick-pay schemes
Social needs	good relationships; feeling of belonging; support at work; working in groups/teams
Esteem need	valued and respected; recognition for job well done; self-respect & respect for others
Self-actualisation needs	Personal fulfillment; promotion & responsibility; develop & progress; use talents & abilities to full

Financial Motivators

Flat rate: set rate of pay

Time rate: output can not be measured
set rate per hour.

Piece rate: output can be measured
rate per piece.

Commission: payment relating to the
number of sales made

Profit sharing: is a system whereby
a portion of the company's
profit is paid out to employees

Bonus: additional amount
of payment above
basic pay as a
reward for good
work.

Performance rates: for the
effectiveness of the
employee.

Appraisal: method of
assessing the effectiveness
of an employee.

Non-financial rewards (Fringe benefits)

- children's education
- discounts on the firm's products
- health care
- company vehicle
- free accommodation
- expense accounts
- pension
- free holiday trips.
- tickets to sports events/concerts
- share options.

Job satisfaction is the enjoyment derived from the feeling that you have done a good job.

Job rotation involves workers swapping round and doing each specific tasks for only a specific period of time and then changing around again.

Job enrichment involves looking at jobs and adding tasks that require more skill and responsibility.

Leadership styles

Autocratic leadership

- authoritarian leadership
- individual control over all decisions
- little or no input from group members

- work methods & processes are dictated
- group members are rarely trusted with decisions of important tasks.

Democratic leadership

- participative leadership
- more effective; higher productivity
- members feel engaged

- creativity is encouraged
- leader retains final say
- communication - upward and downward.

Laissez-faire leadership

- french for 'leave to do'
- little guidance from leader
- delegative leadership
- members make their own decisions
- members solve problems on their own
- lowest productivity.

Recruitment

Internal recruitment

- saves time & money
- employee known - reliable; ability & potential.
- employee knows way of working & expectations
- motivating factor
- no induction costs

External recruitment

- new ideas and experiences brought from outside.
- no internal jealousies
- Advertising externally may reach more widely into the business community.

Job description outlines the tasks, responsibilities and duties of the job holder.

Job specification outlines the requirements, qualifications, expertise, physical characteristics etc for a specific job.

Training

On-the-job training occurs by watching a more experienced worker doing the job.

Off-the-job training involves being trained away from the workplace, usually by specialist trainers.

Dismissal is where a worker is told to leave their job as their work/behavior is unsatisfactory.

Redundancy is when an employee is no longer needed and so loses their job. It is not due to any aspect of their work being unsatisfactory.

Trade Unions

A trade union is a group of workers who have joined together to ensure their interests are protected.

- strength in numbers
- improved working conditions
- improved pay
- advice if treated unfairly
- advice if dismissed unfairly
- improved conditions of employment
- improved communications between employees and management.
- services - insurance; social facilities

Employer associations are groups of employers who join together to give benefits to their members

- represent employers and negotiate with trade unions
- Share ideas
- Give advice on employment law, health & safety regulations and taxation laws.
- Act as pressure group on government
- Organise bulk buying for other members