

Motivation at work

What is motivation?

IT ALWAYS SEEMS IMPOSSIBLE UNTIL IT'S DONE.

- Nelson Mandela

Don't worry about those who talk behind your back. They're behind you for a reason.

The only way to do great work is to love what you do.

- Steve Jobs

Sales Go up and down
Service Stays forever

Employee motivation

Higher Production
Lower staff turnover
Lower absenteeism
More co-operation
More innovation
Pleasant working environment

Motivation is the desire to achieve a goal!

Some people are self-motivated. However, others need to be motivated.

- What is meant by motivation?
- Why is employee motivation important?
- Maslow's hierarchy of needs & Herzberg two-factor theory



Motivation
at work
Chapter 22
SAP

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Q.

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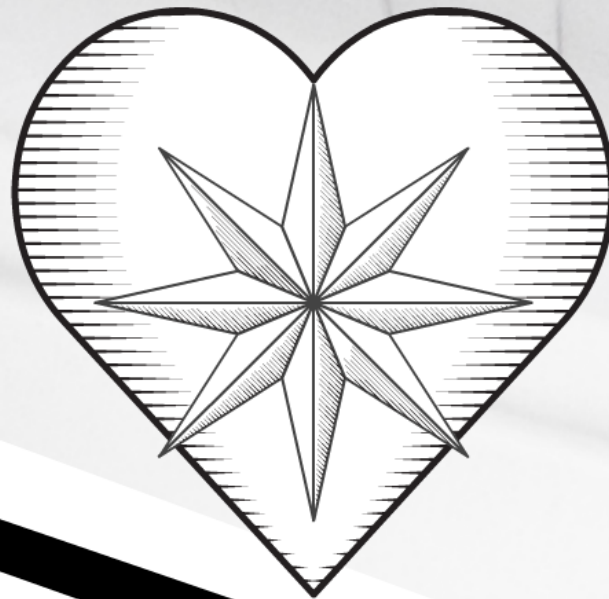
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Motivation



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Chapter 22
SdP

L.O.

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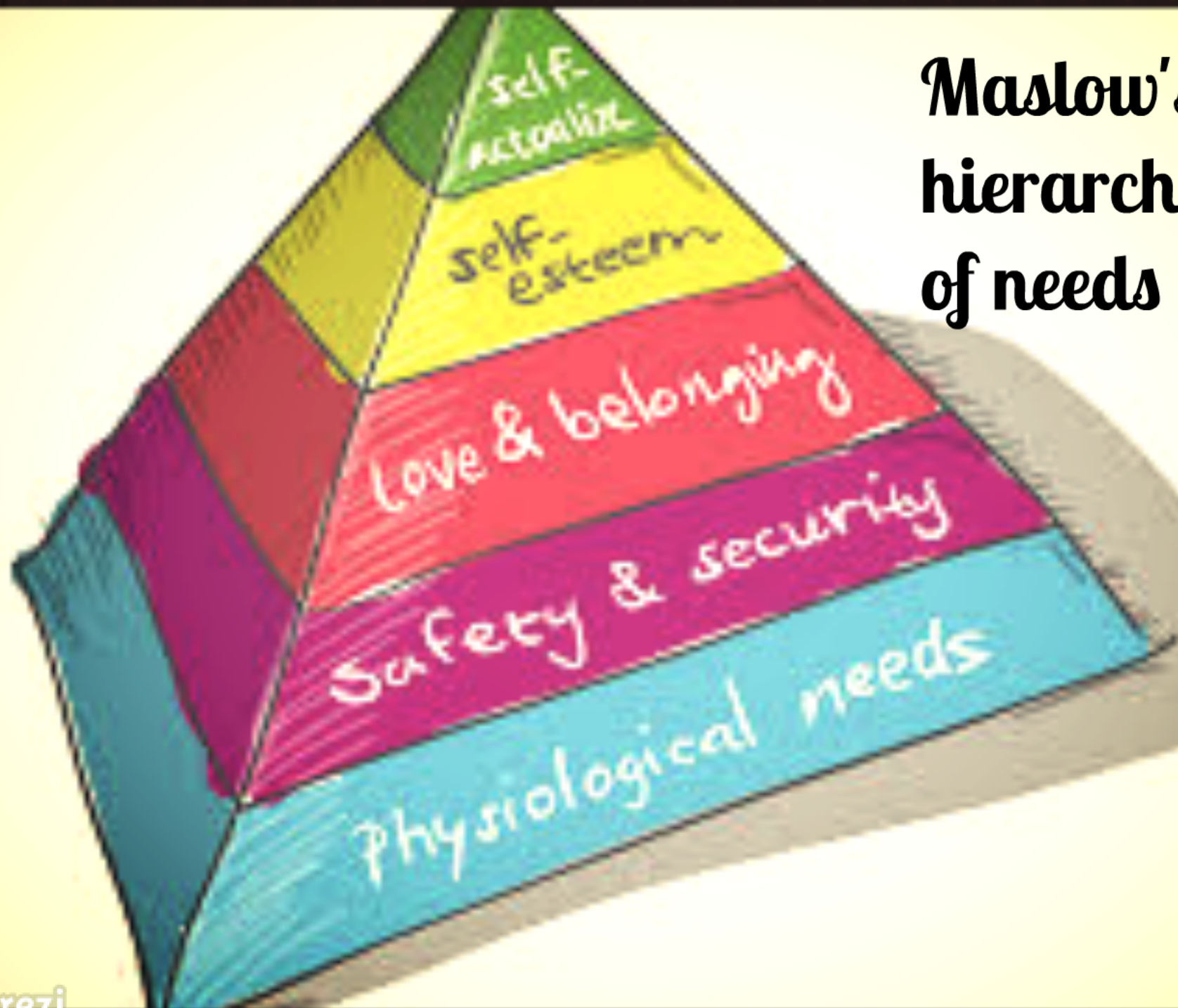
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Maslow's hierarchy of needs



NEED

WORK CAN PROVIDE

Physiological

Adequate pay

Safety and security

Job security and safe working conditions

Love and belonging

Teamworking, good communication systems, social facilities

Esteem

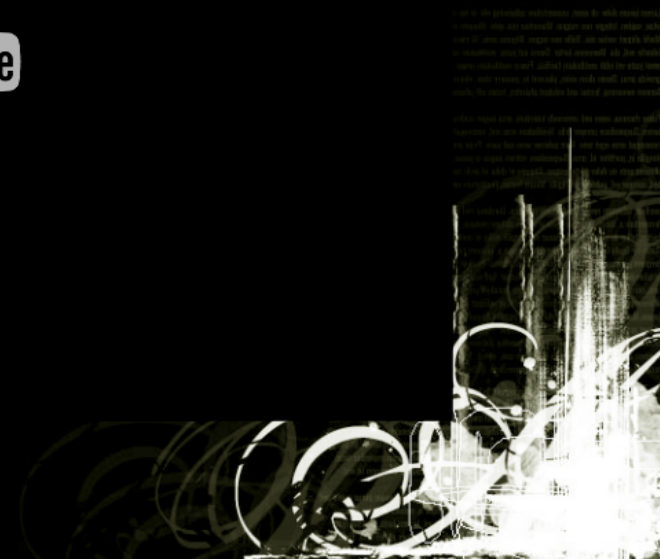
Praise for doing a good job;
awards and rewards for achievement

Self-actualisation

Opportunities to be challenged, creative,
solve problems and make decisions



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-Steve Jobs



Herzberg two-factor theory

Frederick Herzberg discovered that certain factors at work would help to give employees **job satisfaction**. He called these **MOTIVATORS**.

Achieving aims
Chance of promotion
Responsibility
Interesting work
Recognition
Personal development

&

Pay
Working conditions
Job security
Quality of supervision
Staff relationships
Company policy

He also found that other factors can leave workers dissatisfied. He called these **HYGIENE FACTORS**.



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