

## **A Study on Factors Contributing to Employee Motivation in Access Healthcare**

---

**Kaushika R<sup>1</sup>**, MBA student, Jerusalem College of Engineering, Chennai  
**Manoj Kumar M<sup>2</sup>**, Professor, Jerusalem College of Engineering, Chennai

---

**Article Received:** 29/02/2024

**Article Accepted:** 28/03/2024

**Published Online:** 31/03/2024

**DOI:**10.47311/IJOES.2024.6.3.171

---

### **Abstract**

Employee motivation plays a crucial role in an organization's success, as motivated employees are more likely to be productive, engaged, and committed to their work. This study titled "A study on factors contributing to employee motivation in AccessHealthcare" aims to explore the motivation factors among the employees at Access Healthcare Pvt Ltd, allowing for a comprehensive examination of various motivation factors. A sample size of 111 employees was selected through a rigorous filtering process from an initial pool of 120 employees. Data were collected from primary and secondary sources, with primary data obtained through a structured questionnaire distributed among employees and secondary data sourced from relevant websites and other sources.

**Keywords:** Motivation, Productive, Factors, Comprehensive examination.

### **Introduction.**

In today's dynamic and competitive business landscape, the significance of employee motivation cannot be overstated. Organizations recognize that fostering a positive work environment and ensuring employee well-being are paramount for sustainable growth and success. "A STUDY ON FACTORS CONTRIBUTING TO EMPLOYEE MOTIVATION" seeks to delve into the intricacies of this crucial aspect by examining the factors that contribute to or detract from employee satisfaction within our organization.

Often regarded as the cornerstone of productivity and organizational effectiveness, motivation constitutes a fertile ground for scholarly inquiry and practical application. At its essence, motivation encapsulates the intricate interplay between individual aspirations, organizational Culture, managerial practices, and external stimuli. It encompasses a spectrum of psychological, social, and economic factors that drive individuals to initiate, sustain, and channel their efforts toward achieving organizational goals.

This study explores the myriad dimensions of employee motivation against the backdrop of burgeoning research in organizational behavior and human resource

---

management. By synthesizing insights from empirical studies, theoretical frameworks, and real-world practices, it seeks to offer a comprehensive understanding of the determinants, mechanisms, and outcomes of motivation in diverse organizational settings.

#### **REVIEW OF LITERATURE:**

**"The Role of Leadership in Employee Motivation Publication Date: 2023, John Smith.** This study examines the impact of leadership styles on employee motivation. It reviews various leadership theories, such as transformational, transactional, and servant leadership, and their effects on employee motivation. The study identifies critical leadership behaviors that positively influence motivation, including Empowerment, support, and recognition.

**"Employee Motivation and Organizational Culture," Publication Date-2022, Emily Johnson.** This meta-analysis synthesizes findings from multiple studies on the relationship between organizational Culture and employee motivation. It explores how organizational values, norms, and practices shape employee motivation. The study highlights the importance of a supportive and inclusive organizational culture in fostering high levels of motivation among employees.

**"Intrinsic and Extrinsic Motivation: Implications for Employee Engagement" Publication Date-2021, David Brown.** This research paper explores the concepts of intrinsic and extrinsic motivation and their impact on employee engagement. It reviews theories such as self-determination theory and expectancy theory to understand the underlying mechanisms driving employee motivation. The study discusses strategies for leveraging intrinsic and extrinsic motivators to enhance employee engagement and performance.

**"The Role of Job Design in Enhancing Employee Motivation, Publication Date-2020, Author, Sarah Lee.** This systematic review examines the relationship between job design factors and employee motivation. It identifies critical job characteristics influencing motivation levels, such as autonomy, variety, and feedback. The study provides insights into how organizations can redesign jobs to enhance employee motivation and satisfaction.

**"Recognition and Rewards: Impact on Employee Motivation and Performance," Publication Date- 2019, Author: Michael Clark.** This study investigates the effects of recognition and rewards programs on employee motivation and performance. It reviews empirical research on the effectiveness of various types of recognition, including monetary incentives, awards, and praise. The study highlights the importance of timely and meaningful recognition in fostering a motivated workforce.

#### **METHODOLOGY**

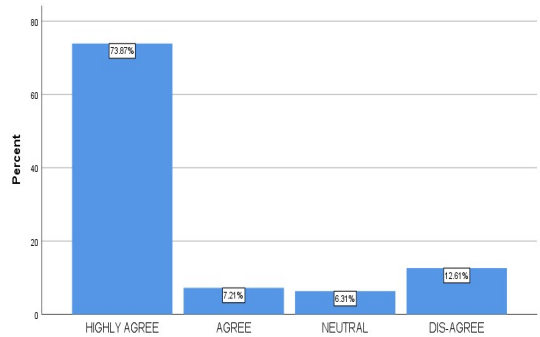
The study "A study on factors contributing to employee motivation in access healthcare" adopts a descriptive research design to investigate various factors of employee job motivation. With a sample size of 120 employees, filtered from an initial pool of 111, the research utilizes stratified random sampling techniques for data collection. Primary data is gathered through structured questionnaires distributed among employees, while secondary data is sourced from the website and other

pertinent sources. The study aims to achieve several secondary objectives using statistical tools REGRESSION (ANOVA), SQUARE, and WEIGHTED AVERAGE. These objectives include determining whether the organization's monetary and non-monetary benefits impact employee performance, studying the effects of job promotion on employee motivation, and identifying the factors contributing to job motivation. The study offers insights vital for enhancing employee satisfaction and organizational performance at Access Healthcare Pvt Ltd through comprehensive data interpretation.

**ANALYSIS**

**1. PERCENTAGE ANALYSIS OF MONETARY AND NON-MONETARY BENEFITS MOTIVATES THE EMPLOYEE**

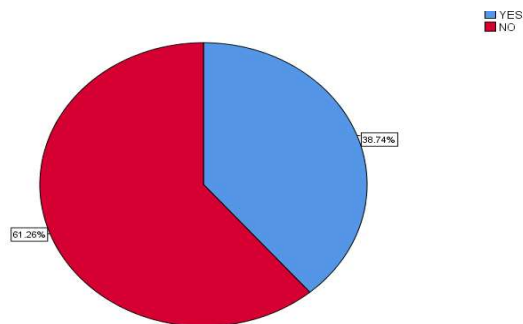
	Frequency	Percentage
HIGHLY AGREE	82	73.9
AGREE	8	7.2
NEUTRAL	7	6.3
DIS-AGREE	14	12.6
Total	111	100



**INFERENCE:** Respondent thinks monetary and non-monetary benefits contribute to your overall employee performance and motivation, highly agreeing with a percentage of 73.87%.

**2. PERCENTAGE ANALYSIS FOR WEATHER PROMOTION BOOSTS YOUR MOTIVATION LEVEL**

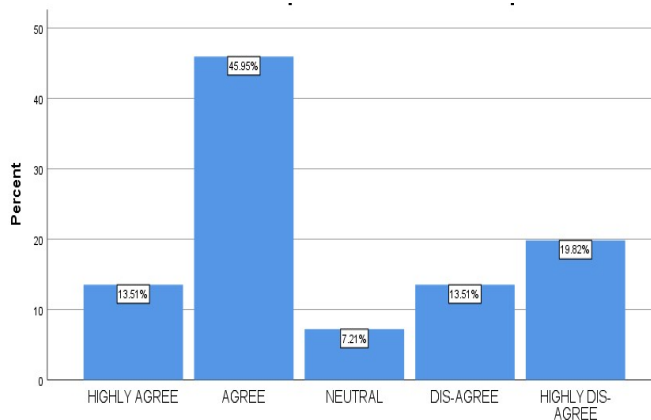
	Frequency	Percentage
YES	43	38.7
NO	68	61.3
Total	111	100



**INFERENCE:** 61.26% of respondents accepted that promotion is interconnected with motivation.

**3. PERCENTAGE ANALYSIS OF RECOGNITION AND APPRECIATION IN THE ORGANIZATION**

	Frequency	Percentage
HIGHLY AGREE	15	13.5
AGREE	51	45.9
NEUTRAL	8	7.2
DIS-AGREE	15	13.5
HIGHLY DIS-AGREE	22	19.8
Total	111	100



**INFERENCE:** Of the 45.95%, most respondents accept that they are recognized and appreciated.

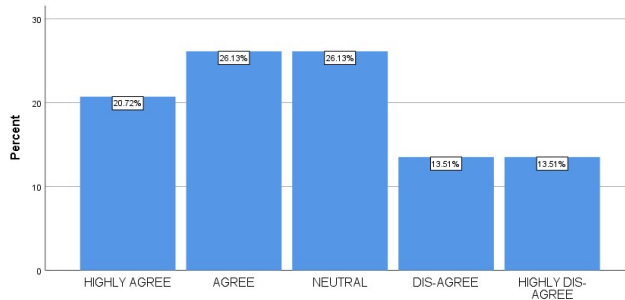
#### 4. PERCENTAGE ANALYSIS OF OPPORTUNITIES FOR ADVANCEMENT IN THE ORGANIZATION

	Frequency	Percentage
HIGHLY AGREE	15	13.5
AGREE	59	53.2
DISAGREE	22	19.8
HIGHLY DIS-AGREE	15	13.5
Total	111	100

**INFERENCE:** The organization provides opportunities for advancement, according to 53.15% of the respondents.

#### 5. PERCENTAGE ANALYSIS OF COMPETITIVE COMPENSATION IN THE ORGANIZATION

	Frequency	Percentage
HIGHLY AGREE	23	20.7
AGREE	29	26.1
NEUTRAL	29	26.1
DIS-AGREE	15	13.5
HIGHLY DIS-AGREE	15	13.5
Total	111	100



**INFERENCE:** 26.13% agree and neutralize that organizations provide competitive compensation compared to other organizations.

## 6. REGRESSION ANALYSIS

### NULL HYPOTHESIS

**H<sub>0</sub>:** There is no impact of monetary and non-monetary benefits on employee motivation. **ALTERNATIVE HYPOTHESIS**

**H<sub>1</sub>:** There is an impact of monetary and non-monetary benefits on employee motivation

### ANOVA

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	32.530	2	16.265	19.292	.000 <sup>b</sup>
	Residual	91.055	108	.843		
	Total	123.586	110			

### INTERPRETATION:

The regression analysis shows that the calculated 0.00 is less than the table value 0.05.

Therefore, the alternative hypothesis is accepted.

There is an impact on monetary and non-monetary employee motivation benefits.

## 7. CHI-SQUARE TEST

To find the association between promotion and motivation toward employee

### NULL HYPOTHESIS

**H<sub>0</sub>:** There is no association between promotion and motivation.

### ALTERNATIVE HYPOTHESIS

**H<sub>1</sub>:** There is an association between promotion and motivation.

**promotion boosts your motivation level**

	Observed N	Expected N	Residual
YES	48	55.5	-7.5
NO	63	55.5	7.5
Total	111		

**Promotion within the organization**

	Observed N	Expected N	Residual
YES	48	55.5	-7.5
NO	63	55.5	7.5
Total	111		

Test statistics

	Promotion within the organization	promotion boosts your motivation level
Chi-Square	2.027 <sup>a</sup>	2.027 <sup>a</sup>
df	1	1
Asymp. Sig.	0.155	0.155

**INFERENCE:**

From the CHI-SQUARE test, it is found that the calculated value is 0.155, which is lesser than the table value of 0.05. Therefore, the null hypothesis is that there is an association between promotion and motivation.

**8. WEIGHTED AVERAGE**

QUESTION/ OPTIONS	HIGHLY SATISFIED (5)	SATISFIED (4)	NEUTRAL (3)	DISSATISFIED (4)	HIGHLY DISSATISFIED (5)	TOTAL	WEIGHTED AVERAGE
1) RECOGNITION AND APPRECIATION	15*1 =15	48*2 =96	15*3 =45	12*4 =48	21*5 =105	309	309/15 = 20.6%
2) OPPORTUNITIES FOR ADVANCEMENT	14*1 =14	56*2 =112	0	19*4 =76	22*5 =110	312	312/15 = 20.8%

3) COMPETITIVE COMPENSATION	21*1 =21	28*2 =56	28*3 =84	12*4 =48	22*5 =110	319	319/15 = 21.27%
4) POSITIVE WORK ENVIRONMENT	42*1 =42	28*2 =56	15*3 =45	26*4 =104	0	247	247/15 = 16.47%
5) WORK- LIFE BALANCE	49*1 =49	21*2 =42	21*3 =63	20*4 =80	0	234	234/15 = 15.6%

**INFERENCE:**

From the above table, the most accepted factor is competitive compensation (21.27%) and the least with work-life balance 15.6%.

**FINDINGS:**

Among 111 respondents highly agreed, 73.9% agreed with 7.2%, neutral 6.3%, and disagreed with 12.6% that monetary and non-monetary benefits motivated the employee. Among 111 respondents, yes (38.7%) and no (61.3%) that promotion boosts employee motivation. Among 111 respondents who highly agree (13.5%), agreed with 45.9%, neutral with 7.2%, disagree with 13.5%, highly disagreed with 19.8% that they are recognized and appreciated in the organization. Among 111 respondents who highly agree, 13.5%, 53.2%, and 19.8% highly disagree, and 13.5% say the employees are given the opportunity for advancement in the organization. Among 111 respondents, they highly agree that 20.7%, 26.1%, neutral 26.1%, disagree 13.5%, and highly disagree 13.5% that the organization gives competitive compensation to the employees. The regression analysis found that the calculated 0.00 is less than the table value of 0.05. Therefore, the alternative hypothesis is accepted. There is an impact on monetary and non-monetary employee motivation benefits. From the CHI-SQUARE test, it is found that the calculated value is 0.155, which is less than the table value of 0.05. Therefore, the null hypothesis is that there is an association between promotion and motivation. The above table shows that the most accepted factor is competitive compensation (21.27%), and the least with work-life balance is 15.6%.

**SUGGESTIONS**

Based on the data collected, the majority (61.3%) of respondents believe that promotion does not help them get motivated. However, a significant portion (38.7%) feel that promotion contributes to their motivation. Given these split opinions, further exploring the reasons behind these responses might be beneficial. For those who feel that promotion helps with motivation, it could be interesting to delve into what aspects of promotion they find motivating, such as increased responsibility, recognition, or financial rewards. On the other hand, for those who do not feel

motivated by promotion, understanding their perspective could provide insights into potential areas for improvement in the promotion process or alternative methods of motivation within the workplace. Some of the other factors that take into consideration Meaningful Work Employees are motivated when they find their work meaningful and aligned with their values and goals. Autonomy and Empowerment Providing employees autonomy to make decisions and empowering them to take ownership of their work can boost motivation. Inclusive Culture Fostering an inclusive workplace where diversity is celebrated and all voices are heard can enhance motivation by creating a sense of belonging among employees.

**References:**

- "Recent Trends in Employee Motivation Research: A Critical Review". Authors, Garcia, S., & Martinez, R. Journal - Review of Organizational Psychology on 2024.
- "Employee Motivation: The Key to Effective Organizational Management in the 21<sup>st</sup> Century", Authors Smith, J., & Johnson, A. Journal, International Journal of Business Management, 2023.
- "The Impact of Recognition and Appreciation on Employee Motivation and Performance"-Lee, H., & Chen, L. Journal, Journal of Applied Psychology on 2023.
- "Enhancing Employee Motivation: Strategies and Practices," Author Brown, M. Book, Advances in Human Resource Management on 2022.
- "The Role of Opportunities for Advancement in Employee Motivation." Author, Wilson, K. "Advances in Organizational Behavior" on 2022.