

**A PROJECT REPORT
(18MBAPR407)**

on the Topic
**A Study on Impact of Motivation on Employee Morale and Performance at Pentad
Security Pvt Ltd, Bengaluru.**

By
Ms. PANKAJA N
USN: ICR18MBA34
MBA 4th Semester

Submitted to VISVESVARAYA TECHNOLOGICAL UNIVERSITY, BELAGAVI
in partial fulfillment of the requirements for the award of the degree of
MASTER OF BUSINESS ADMINISTRATION



Under the Guidance of

INTERNAL GUIDE
Mr. Kathari Santosh
Asst. Professor,
CMRIT, Bangalore

EXTERNAL GUIDE
Mr. G Vijay Raghuvan
National Head
Pentad Securities Pvt. Ltd



**DEPARTMENT OF MASTER OF BUSINESS ADMINISTRATION
C M R INSTITUTE OF TECHNOLOGY**

#132, AECS Layout, ITPL Main Road, Kundalahalli,
BENGALURU-560037

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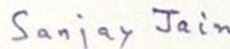
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CERTIFICATE

This is to certify that **Ms. Pankaja N** bearing USN **ICR18MBA34** is a bonafide student of Master of Business Administration Programme of the Institute (2018-20 Batch), affiliated to Visvesvaraya Technological University, Belagavi. Project report on **"A STUDY ON IMPACT OF MOTIVATION ON EMPLOYEE MORALE AND PERFORMANCE AT PENTAD SECURITY PVT LTD, BENGALURU"** is prepared by her under the guidance of **Mr Kathari Santosh**, Assistant Professor, in partial fulfilment of the requirements for the award of the degree of Master of Business Administration of Visvesvaraya Technological University, Belagavi in Karnataka.


Signature of Internal Guide


Signature of HoD
Head of the Department
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Principal
CMR Institute of Technology,
Bangalore - 560037

Evaluators

1) Name of external evaluator

Signature with Date

2) _____
Name of internal evaluator

To Whomsoever It May Concern.

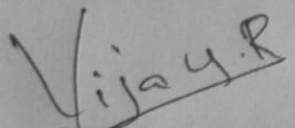
This is to certify that Pankaja N (1CR18MBA34) a student of CMR Institute of Technology, Bengaluru has successfully completed the internship programme From 3rd January 2020 to 14th February 2020 and submitted the report "The impact of motivation on employee morale and performance" at Pentad Securities under the eminent guidance of Mr. G Vijay Raghuvan, National Head-Pentad Securities Pvt Ltd.

Pentad Securities (P) Ltd. Is one of the leading equity research house in India. We provide research based comprehensive solution and advisory support that boosts portfolio performance. Our core strategy centres around fundamental and technical parameters that help clients take their wealth, 'Beyond Investing'

Pankaja N, was one among the selected interns for our internship programme and during the period of her internship programme with us, she was found hardworking, smart and inquisitive. She worked sincerely on her assignments and overall her performance was excellent.

We wish her every success in her carrier,

For Pentad Securities Pvt Ltd.


PENTED SECURITIES PVT.LTD.
G Vijay Raghuvan
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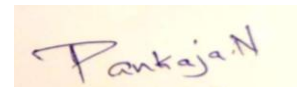
DECLARATION

I, **MS. PANKAJA N** bearing USN: 1CR18MBA34 hereby declare that the project report on “**A Study on Impact of Motivation on Employee Morale and Performance at Pentad Security Pvt Ltd, Bengaluru**”, is prepared by me under the guidance of **Mr.Kathari Santosh, Asst. Professor** of M.B.A Department of CMR Institute of Technology, Bengaluru and external assistance by **Mr. G Vijay Raghuvan, National Head**, Pentad Securities Pvt. Ltd, Bengaluru.

I also declare that this project work is prepared in partial fulfilment of the university Regulations for the award of degree of Master of Business Administration by Visvesvaraya Technological University, Belagavi.

I have undergone a summer project for a period of six weeks. I further declare that this report is based on the original study undertaken by me and has not been submitted for the award of any degree/diploma from any other University /Institution.

Place: Bangalore
Date: 03-07-2020



Signature of the Student
USN: 1CR18MBA34

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I have been fortunate enough to get good timely advice and support from a host of people to whom I shall remain grateful.

I take this opportunity to express my heartfelt thanks to **Dr. Sanjay Jain**, Principal, CMR Institute of Technology, Bangalore, for his support and cooperation to undertake and complete the project work.

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It gives me immense pleasure to record my thanks to my Internal Guide, **Mr. Kathari Santosh**, CMR Institute of Technology, Bangalore, for his valuable guidance and untiring support and cooperation in completing the project work.

I acknowledge the insights provided by my External Guide, **Mr. G Vijay Raghuvan, National Head**, Pentad Securities Pvt. Ltd, Bengaluru which helped me to a great extent in completion of the project work. And finally, there is deepest of thanks for the patience and cooperation of the family and friends, without whom the endeavour would not have been possible.

Ms. PANKAJA N
USN: ICR18MBA34

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EXECUTIVE SUMMARY

For every organization, the human resource is of great asset. The success and failure of any organization is also depended on the performance of the organization. For an organization to perform well, it should have a good workforce (employees). And these employees are needed to be motivated towards work.

The report focuses emphasis on the impact of motivation on employees. It shows the motivational impact on the performance and morale of the employees in the organization. The study was conducted at Pentad securities private limited, Bangalore. The study helps in understanding of motivational factors for the employees at the organization. Along with the other factors, the motivation is also an important factor that has an impact on the employees and their performance.

The objective is to understand what impact does the motivation has on employee's morale and their performance in the organization. The sample size of the study was 60 employees. The data for this study was collected through questionnaire method and secondary source provided by the company.

CHAPTER-1: INTRODUCTION

1.1 INDUSTRY PROFILE

The Indian financial industry has seen many changes from 1990. In 70s and 80s the financial industry in India was more into commercial banks and financial institutions. And during this time the capital market had played a secondary role. Only after the liberalization, there was a drastic change that took place in the field of financial industry. Thus, the financial industry is lifeblood for the economic growth and development.

Financial services meaning:

In simple words, the financial services refer to those services that are rendered by financial industry that deals with money. They provide services like – providing credit card; debit card, financial advisory services etc.

History of financial services:

In the beginning of 1970s the financial services industry was limited only a few well - defined institutions and other industries that were dealing with money. These institutions or industries included banks, loan associations for personal savings and mortgages and brokerage houses and these institutions were only offering limited services such as lending loans, savings, providing interests, insurance and mutual funds.

But later, after – 1990s there was a development in the banking sector taken place such as the institutions started providing credit card, debit card, financial advisory services etc. And now-a- days, monetary industry is the fastest growing, competitive, complex industry which has Potential. This industry is vital as it has direct effect on the organization development and also the economy of our country. Indian financial industry is in process of rapid transformation. It helps in improving the productivity

and efficiency of the country. Financial administration is needed in every organization at all the stages; it helps to reduce the organizations expenses while improving the client's nature on decision & administration.

Indian scenario of financial service industry

Before the Economic Liberalization, the Indian Financial service sector was characterized by so many factors which slow down the growth of this sector. Some of the important factors were:

- There is an increase control over the rates like money, interest etc.
- There were no Independent credit rating and credit research agencies.
- There is problem in the collection of data about international Developments in the financial sector.
- The government made strict regulations on foreign exchange, restrictions on investment and equity holdings of the Indian companies.

When the economic liberalization took place, the finance sector has seen many changes and witnessed the cropped up new financial products and financial services every day. At present scenario is characterized by innovation and creativity of financial services. It is important to understand the applications of financial services innovative activities.

Financial services industry Growth:

Growth is very much required for every industry to sustain in this competitive world. The growth of the industry helps to determine the how stable is the performance of that industry in today's world. The growth in financial industry has led to many changes, opportunities for innovation of new products and services.

The most extensive in growth of banking sector in India has contributed more towards the growth of financial services industry. The introduction of new products or services in this industry has helped the people in different ways. There is been a complete change in the banking sector today as compared to the earlier days. Not only the banking sector has been contributed towards the growth of financial service industry,

but also other sector such as growth of the capital market, insurance sector and also venture capital market has also contributed to the growth of financial service industry.

The business organizations come across many challenges in increased competition, complex regulations and customer needs. The strategic growth effectiveness depends on process operations and finance limits. The ensuring business priorities, considers on account of requirements, tax benefits, financial status and organizations business capacity of the customer for the change in the structure of how they do. On the other hand, the objectives and success criteria to be taken into account. Hence, operational creativity gains a customer's profits and demands a investment in data acquisition, management relationship may require a shift to prevail cost - income model.

COMPANY PROFILE

The promoters of this company started their journey in the financial markets by associating with various brokerage firms. After a decade of relevant experience and knowledge, they took on the mettle of spreading key equity-related insights amongst investors. With this thought, the birth of Pentad Securities came into existence, which in a short span of time, became a recognized brokerage firm with BSE and NSE. Research being the core strength of Pentad, they have acquired an Investment advisory license from SEBI.

At Pentad Securities, they constantly seek innovative methods to increase customer satisfaction by improve research processes and methodologies, to protect our clients' capital and ensure steady growth in Investment. They believe in creating portfolios that generate wealth and improve profitability. The company constantly seek innovative methods to increase customer satisfaction, comply with new regulatory mandates and improve research processes, to protect our clients' capital and ensure steady growth at every opportunity. Pentad believes in creating portfolios that generate wealth and improve profitability.

Pentad Securities (P) Ltd. is one of the leading equity research house in India. We believe in quality and ensure that our Clients are provided with all possible option to

invest with confidence. Our aim is to progress with our customers to fulfil their financial goals.

Vision:

“To be a preferred financial partner in wealth creation for our clients.”

Mission:

- Adding new clients to capital market.
- Promoting long term and disciplined investors.
- Developing entrepreneurship

Values

A good company culture creates happier employees & when this culture becomes a part of a person core value system at work the results are revolutionary. At Pentad Securities, we aim to imbibe such values & we call them

- Speed: We aim to act with speed and deliver great results.
- Team: Always create a sense of team and be a leader whenever necessary.
- Trust: Gain trust among all stakeholders with your knowledge and service.
- Accountability: Take ownership of appropriate issues and be answerable to commitments.
- Result Matter: Evaluate based on results that are quality and number driven.

Products and Services Offered By Pentad Securities

- Equity SIP
- Research Services
- Mutual Funds
- Investment Advisory Services
- Portfolio Management
- Future & Options (Derivatives)

1. Monthly investment

A long term investment for a period of more than 10 years. Usually mutual funds and equity SIP is considered for investing every month.

2. Lump sum investment

The lump sum investment is done usually for medium term period of 5 years. Here the investment is made in cash segments. The trade is done in stocks.

3. Lump sum investment

In this case of lump sum investment, the investments are made for a shorter time period of i.e., for 3 years. The trade is carried on futures and options.

Area of operation

The area of operation is:

1. Brokering and distribution

- Equity
- Derivatives
- MF distribution
- Insurance agency
- Government and corporate bonds

2. Advisory

- Investment advisory services
- SIP – Direct equity
- Research reports
- Financial planning
- Investment awareness programs The company also has its branches in –
 - Mumbai.
 - Bangalore.
 - Cochin.
 - Calicut.
 - Kasargoud.
 - Hyderabad.

Ownership Pattern:

BOARD OF DIRECTORS

Table no.: 1.2.1

SL. No.	NAME	DESIGNATION
1	Sajid Ahamed	Chairman and Managing Director.
2	Praveen Pathiyil	Co-Founder and Chief Investment Officer.
3	Nikhil Gopalakrishnan	Chief Executive Officer
4	Abhisanker P S	Director
5	Kallatra Ahammed Rafi	Director

Competitors Information:

Competition is a rivalry between two or more individuals, firms, business entities etc.

The major competitors for pentad securities private limited are:

- Sharekhan Ltd.
- Motilal Oswal Securities Ltd.
- Kotak Securities Ltd.
- JM Financials Ltd.
- Zerodha.

INFRASTRUCTURAL FACILITIES:

- Located at Cochin, Kerala.
- 2500 sq. ft built in area with ample garden area and cafeteria.
- IAS certified.
- Good trading platform.
- Financial wealth check-up for employees.
- Classroom Training for employees.

SWOT Analysis

SWOT analysis is referred to a method that helps for evaluating and analysing the competitive position of a company in the market by identifying what are the organizations strengths, weaknesses, opportunities and threats.



Strengths:

- First stock broker company across India to acquire Investment Advisory Service (IAS) License.
- Certified Research support team to handle client's intimation or call confirmation for trading.
- Total turnover of Rs 700/- Crores.
- Strong Technical Support.
- Customer Loyalty.

Weakness:

- Lack of sales penetration.

Opportunities:

- Adding new clients to capital markets.
- Introducing new products (as per client's financial goals).

Threats:

- Tough competition in market.
- Stringent Government Policies.
- Change in customers preferences.

Achievements and awards

- Pentad Securities limited has been the most trusted wealth management company among the investors group since 2012.
- Its wide presence among south region with B2B model has helped to grow rapidly and face competition.

Future Growth and Prospects:

- The future plan of the company is to acquire Portfolio Management Service license.
- Stair up-to Rs. 10,000/- Crores of Asset Control Management.
- Developing new products such as short-term, mid-term and long-term products as per client's financial goals.
- Establishing an NBFC for Pentad Securities Pvt Ltd.
- Financial Wealth Camp to be benefited to minimum 25lakhs people for the financial year 2019-20.

Financial Statements

Balance Sheet of Pentad Securities Pvt Ltd		----- in Rs. Cr. -----				
	Mar 18	Mar 17	Mar 16	Mar 15	Mar 14	
	12 mths	12 mths	12 mths	12 mths	12 mths	
EQUITIES AND LIABILITIES						
SHAREHOLDER'S FUNDS						
Equity Share Capital	14.64	14.64	5.25	5.25	5.25	
Preference Share Capital	0.00	0.00	29.00	29.00	29.00	
Total Share Capital	14.64	14.64	34.25	34.25	34.25	
Reserves and Surplus	21.56	12.86	-4.81	-3.38	-3.53	
Total Reserves and Surplus	21.56	12.86	-4.81	-3.38	-3.53	
Total Shareholders Funds	36.20	27.51	58.44	30.87	30.71	
NON-CURRENT LIABILITIES						
Long Term Borrowings	0.10	0.25	0.00	0.00	0.00	
Other Long Term Liabilities	2.49	2.27	2.29	1.94	2.04	
Long Term Provisions	2.15	1.20	0.94	0.77	0.53	
Total Non-Current Liabilities	4.74	3.72	3.23	2.70	2.56	
CURRENT LIABILITIES						
Short Term Borrowings	63.29	65.42	74.73	57.99	36.30	
Trade Payables	88.98	71.16	49.54	41.94	48.99	
Other Current Liabilities	4.60	2.48	0.88	0.89	0.73	
Short Term Provisions	0.23	0.15	0.00	0.00	0.00	
Total Current Liabilities	157.10	139.21	125.15	100.82	86.03	
Total Capital And Liabilities	198.04	170.43	157.82	134.39	119.31	
ASSETS						
NON-CURRENT ASSETS						
Tangible Assets	2.88	2.89	3.23	4.09	5.82	
Intangible Assets	1.80	1.67	1.78	1.82	2.03	
Fixed Assets	4.68	4.56	5.01	5.90	7.85	
Non-Current Investments	1.01	1.62	1.90	2.01	2.04	
Deferred Tax Assets [Net]	3.00	5.34	3.74	3.87	2.77	
Long Term Loans And Advances	0.00	0.00	7.12	7.15	7.12	
Other Non-Current Assets	22.84	25.36	2.01	1.80	1.65	
Total Non-Current Assets	31.52	36.88	19.77	20.74	21.43	
CURRENT ASSETS						
Current Investments	2.85	1.23	0.00	0.00	0.00	
Inventories	0.00	0.00	0.74	0.00	0.00	
Trade Receivables	99.35	58.72	106.25	83.43	73.02	
Cash And Cash Equivalents	48.78	31.04	20.14	21.55	16.23	
Short Term Loans And Advances	0.20	6.23	10.02	7.93	7.71	
Other Current Assets	15.34	36.34	0.90	0.74	0.92	
Total Current Assets	166.52	133.56	138.04	113.65	97.88	
Total Assets	198.04	170.43	157.82	134.39	119.31	
OTHER ADDITIONAL INFORMATION						
CONTINGENT LIABILITIES, COMMITMENTS						
Contingent Liabilities	56.04	37.02	30.17	28.97	29.47	
CIF VALUE OF IMPORTS						
EXPENDITURE IN FOREIGN EXCHANGE						
Expenditure In Foreign Currency	0.00	0.00	0.00	0.00	0.05	
REMITTANCES IN FOREIGN CURRENCIES FOR DIVIDENDS						
Dividend Remittance In Foreign Currency	-	-	-	-	-	

EARNINGS IN FOREIGN EXCHANGE

FOB Value Of Goods	-	-	-	-	-
Other Earnings	-	-	-	-	-

BONUS DETAILS

Bonus Equity Share Capital	-	-	-	-	-
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NON-CURRENT INVESTMENTS

Non-Current Investments Quoted Market Value	0.16	1.08	0.68	0.61	0.94
Non-Current Investments Unquoted Book Value	0.85	0.54	0.45	0.45	0.35

CURRENT INVESTMENTS

Current Investments Quoted Market Value	2.85	1.23	-	-	-
Current Investments Unquoted Book Value	-	-	-	-	-

CHAPTER 2

CONCEPTUAL BACKGROUND AND LITERATURE REVIEW

2.1 Theoretical Background

Motivation can be referred to as a desire or willingness to do something. It stimulates the people to perform to achieve their goals i.e., to get their needs or wants. The employees in the organization are motivated in order to increase the performance level of an employee. So, that the productivity is also increased. In work goal context the factors that stimulates and motivates the behaviour of the employees may be like – desire for money, success, recognition, etc. The management should create the willingness in the employees in the organization to perform best of their abilities and also which helps to increase their morale. **Hence, motivation can be referred as the mental feeling for fulfilling their needs and wants.**

Definition:

According to ‘Koontz and O’Donnell’, motivation is defined as; “motivation is a general term applying to the entire class of drives, needs, wishes and similar forces.”

Features:

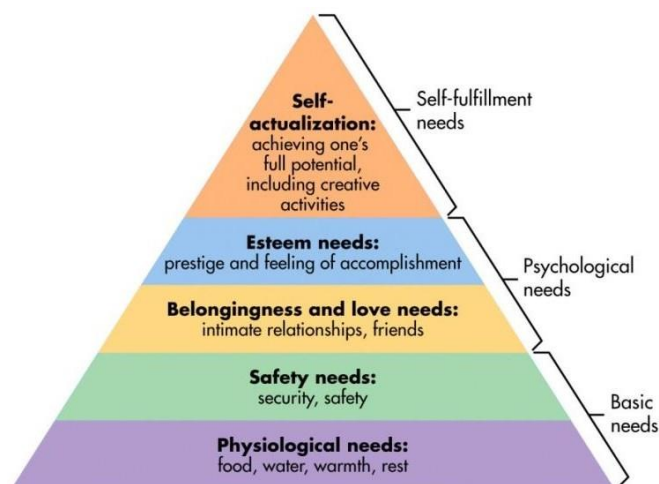
1. It can be positive or negative
2. It is goal oriented
3. It is a continuous process
4. It creates a willingness to work/act

Theories of motivation

1. Maslow's Hierarchy of Needs

This theory is depended on the levels of need of an individual. It states that the individuals are motivated to satisfy their unsatisfied needs. The certain assumptions of this theory are:

- An individual behaviour is depended on his needs. When the needs are not satisfied, it influences the individual behaviour.
- The needs of any individual needs to be prioritized, and arranged accordingly to the level of importance.
- Only when the lower needs in the hierarchy are fulfilled, the next level of needs arises for the individual.



The hierarchy consists of five levels:

1. Physiological needs – The physiological need is the basic need that every individual needs. These are the basic that is to be met for a person to survive. The basic needs for any individual includes food, shelter etc.

2. Safety needs – The safety needs is the 2nd level that comes after the physiological needs. This need includes safety, security and health. Only when an individual is fully satisfied with the physiological needs, the next level of safety needs arise in him/her.
3. Social needs – The next level after safety needs is social needs. It is the 3rd level in the hierarchy of Maslow's theory. The safety need consists - the need for friendships, relationships and family etc.
4. Esteem needs – This need includes to be respected by others, recognition, etc. This need arises only when an individual has been completely satisfied with other 3 level of needs. The esteem needs is also known as ego needs.
5. Self-actualization needs – The self actualization is also known as self-fulfillment needs. This need includes the potential of an individual to achieve their goals. This is the level where the individual gets an opportunity for self development and tries to achieve their goals. It arises only after fulfilling all other needs in the hierarchy.

2. Herzberg's Two-Factor Theory

This theory was proposed by 'Frederick Herzberg'; this theory is based on 2 factors.

- a) Motivation factors
- b) Hygiene factors

a) Motivation factors

Motivation factors are also called as intrinsic factors that includes - feeling of achievement, recognition etc. The motivating factors are the factors that lead to satisfaction and motivate employees to work harder.

b) Hygiene factors

The hygiene factors are also called as extrinsic factors. This includes salary, job security, working condition etc. The hygiene factors are those that leads to dissatisfaction and a lack of motivation if they are absent. This may include company policies, relationships with managers and co-workers, salary and benefits.

3. Theory X and theory Y

The theory X and theory Y of motivation was given by 'Prof. Douglas Mc Gregor'. This theory is based on 2 sets of beliefs. The 1st set of belief is included in theory X and the 2nd set of beliefs is included in the theory Y.

Theory X

The theory X assumptions include:

- The workers are lazy and do not have a desire to work. And does not do the work with whole-heartedly.
- The only way to make workers to work is to fear or force them to do work. Here the fear refers to the harmful consequences or punishment.
- The worker stays back to take the responsibility i.e., he/she is not willing to take the responsibility.
- He or she is not interested to achieve anything in their profession/career.
- The worker is only concerned in retaining the job and does not involve in other activities.

Therefore, the theory X can be determined as a oldest method (traditional theory) that says what the managers can do to get the work done and manage the workers. This also states that the style of leadership to be implemented for this type of workers is autocratic style of leadership.

Theory Y

In case of theory Y, the behaviour of worker towards the job is just opposite of theory X type of workers. The assumptions of theory Y are:

- Once the worker gets to know the purpose of the work, he himself initiates or performs the work. The workers are determined towards their work.
- Employee wants to achieve and to be recognized.
- He works efficiently even for the non-financial rewards.

According to this theory Y, the worker knows about the objectives of the organization and works towards achieving those objectives, he wants his organization to be succeeded.

Types of motivation

The motivation can be classified into two main types:

1. Intrinsic motivation

This type of motivation is influenced due to internal desires. Intrinsic motivation is a type of motivation in which an individual is being motivated by internal desires.

2. Extrinsic Motivation

Here the motivation is influenced due to internal desires. Extrinsic motivation, on the other hand, is a type of motivation in which an individual is being motivated by external desires.

Other forms:

Other types of motivation also fall into one of the two categories above.

- **Reward-Based Motivation or Incentive Motivation**

The rewards refer to the positive result that is earned as an outcome of employees work and performance. These rewards are given to those employees whose performance is high. The reward may include bonuses, gifts, promotion and others. When there is a increase in reward, the stronger the motivation will be.

- **Achievement-Based Motivation**

The achievement motivation is referred to the need for success at the work. Based on the achievement of an employee, the employees may be recognized and which in turn

helps the employee and their co-workers to get motivated and work efficiently in order to achieve the organizational goals.

Employee Morale

Morale is referred to a belief, amount of confidence, discipline etc. of an individual or group of people possess. At workplace the morale can be referred to a job satisfaction, attitude etc.

Morale and Motivation:

Motivation is inter-related with morale, but differs from each other. Morale is referred as the kind of attitude that an employee has with respect to his work and environment while motivation is referred as a process to inspire people. It is based on needs while morale determines the willingness to co-operate. When the morale of an employee is high, the motivation for work also increases whereas when the morale is low, the motivation for work is low.

Motivation and performance:

Motivation is the desire or a need to get something or to achieve something. The job performance plays important role in organization because the turnover and profit of the organization are dependent on organizations performance. And the performance is dependent on motivation level of a worker. When workers motivation level is high, the performance of those workers is high and vice versa. Hence, the organization should make sure that the employees are motivated to work so that the performance level also increases.

2.2 LITERATURE REVIEW:

1. 1999 – ‘Luo Lu’

The study was conducted to understand the occupational stressors and the strain. The occupational stressors include job demands and interpersonal conflict. Whereas the strain included job satisfaction and mental health of the individual employees in the organization. The study was conducted using random sampling method. The findings were that both the intrinsic and extrinsic motivation had both positive and negative impact on employees. The intrinsic motivation has a positive impact on the job satisfaction and extrinsic motivation positively related to more depression.

2. 2001 – ‘D Harrison McKnight; Ahmad, Sohel; Schroeder, Roger G’

The study was conducted to know whether the feedback, incentive control, autonomy improve the employee morale. The researchers used a questionnaire method to collect the data. The findings of the study was the employee morale and the employee management relationship helps to increase the productivity.

3. 2003 – ‘Steve Y. W. Lam and Conrad H. W. Tang’

This article shows the motivation of survey employees in long term and short term. It also considers certain factors that can be included as the motivation for these kind of employees. The findings of this article is that for fulfilling the basic needs, short term motivation schemes can be used. And for the satisfaction or fulfilling of higher level or needs and demands, the long term motivation is to be used, which also includes maximization of the productivity.

4. 2006 – ‘Susan J Linz, Linda K. Good and Patrica Huddleston’

The study aimed at to identify the factors that impact the employee morale. The researchers conducted the survey regarding the factors that impact the morale of the employee. They used regression analysis technique. The findings of the study are that when the employees are provided with rewards, it increases the morale of the employees in the organization.

5. 2007 – ‘Mohammed S. Chowdhury’

The study in this article was conducted to know the impact of supervisor’s behaviour on the work performance and motivation of the salespeople. A set of hypothesis was framed in order to know the “relation between perceptions of the supervisor’s behaviour with the motivation, performance of salespersons.” As a result, the supervisors with positive motivational behaviour, there was an increase in the intrinsic motivation of salesperson which had a positive impact on productivity.

6. 2008 – ‘C Jill Stowe’

This article incorporates the morale into a standard principle – agent model. When morale is observable, the worker’s effort level, the optimal piece rate, and the firms expected profits are all generally increasing in the level of workers morale. Under certain situations, increases in level of morale of the workers are attached with incentives.

7. 2008 – ‘Islam, Rafikul, and Ahmad Zaki Hj. Ismail’

The purpose of this article was to understand different factors due to which the employees are motivated. To understand this survey was conducted by questionnaire method at different organizations, where the respondents were supposed to rank the motivational factors in terms of the effectiveness. It was identified that the demographic factors like age, race, education etc that was used in the questionnaire was found to have impact on the ranking of these factors which was also considered as the motivating factors.

8. 2011 - ‘Faheem Ghazanfar, Shuai Chuanmin, Muhammad Mahroof Khan, Mohsin Bashir’

The article is based on the one of the motivational theory – expectancy theory. This article shows the relationship between the satisfaction, compensation and motivation. These three factors were studied based on different dimensions for each factor. The questionnaire was framed and used to collect the required data for the study. Statistical tests like chi-square and correlations were used. The finding of this study was that it showed what were the motivating and not motivating factors. The motivating factors included – compensation and the non motivating factors included – flexible pay and benefits.

9. 2012 – ‘Pankaj Chaudhary’

The objective of the study was to know the effects of employee motivation on job satisfaction and organizational performance. This article shows the importance of motivational factors, its role in increasing the job satisfaction of the employee, which results to improving the performance. It also explains the benefit of the motivated employee in the organization. And as a result, the motivation is works only when the right person with high skills is made responsible for the job or otherwise it will be of no use and will lead to job dissatisfaction. The researcher used a questionnaire method was used to collect the data.

10. 2012 - ‘Quratul-AinManzoor’

The aim of this paper was to know the factors that effects employee motivation and examining the relationship between organizational effectiveness and employee motivation. And as a result he found that the empowerment and recognition are the two factors that has a positive effect on organizational effectiveness and employee motivation. When the empowerment and recognition increases, the motivation to work also increases. So, there is a positive relationship between organizational effectiveness and employee motivation.

11. 2013 – ‘Asif Sajjad, Hassan Ghazanfar and Dr. M Ramzan’

The study showed that motivation is one factor that had the impact on employees to drop a decision of quitting the company. It also showed that motivation factors contribute to decrease employee’s intention to quit organization. The data was analyzed using regression and correlation analysis methods.

12. 2013 - ‘Maryam Azar & Ali Akbar Shafighi’

Human resources is the greatest asset that every organizations is concerned because they are the one who play a major role in organizational development. Motivation is one of important element that is considered for employees to produce effective and

efficient results, and to create a positive work environment. The purpose of this article is for measuring the effect of work motivation on job performance of employees. The result of this article shows that there is positive effect of the motivation in work on the employees performance and they are dependent factors.

13. 2013 - 'Shivani Mishrai and Shyam Singh Inda'

In this article it is assumed that each of the individual employees are different with difference with perceptions, goals and personalities, etc, which also reflects on organizational goal achievement. The organizations strategic goals can be achieved through attracting, retaining the employees etc. Hence, it is important for an organization to identify and know the needs of the employees understand and evaluate these needs so that it makes the employee to feel the job as a part of personal life, and not as a routine obligation.

14. 2014 – 'Janus, K., & Browning, Susan L.'

In today's world most of the health care organizations aims at to manage the professional motivation at their work. The aim of the study was to know how the professional culture, work had an impact of motivation. The organization where the study was conducted was focused more extrinsic motivation. And as result it was found that the relationship to the work had a impact on intrinsic motivation. It also suggests that to manage intrinsic motivation without making change to monetary benefits.

15. 2014 - 'SaleemRaza Bhatti SheemaHaider'

Now-a-days the organizations in the corporate world are concerned more in their human resources, as they believe that employees plays a vital role for achieving success and improve the profitability. This research purpose is to empirically study the influence of employee motivation on performance. As a result the findings were - there is a positive relation between performance and motivation which indicates that when the level of the motivation is high, there is increase in the performance.

16. 2015 – ‘George W Hay, Connie Fuller, Sharon Pappas’

The study was conducted in order to analyze the relation between public service motivation and morale. This was conducted in a parliamentary organization. And the findings are: it was found that the time period had no effect on morale and PSM. And it was also found that there was a relation between promotional position and morale.

17. 2017 - ‘AnicaHunjet, Erika Susec, GoranKozina’

This article explains the effects of motivation on employees and states that the employees need not be motivated. It also identifies the two elements of motivation of employees – one is monitoring the performance of the employees and the other element is evaluation of the employee’s performance. This paper investigates employee motivation in the primary, secondary, tertiary and quaternary sectors of the economy in the Varazdin County area. It aims to identify the major employee motivation factors and determine the current level of employee motivation in the surveyed companies.

18. 2018 - ‘Gunasekara V M’

This study explores the impact of motivation on performance at executive level. The aim was to identify the impact of motivation on job performance of executive employee. The responses for the study was collected through the structured questionnaire. And the result shows that there is a impact of monetary and non monetary motivation on the performance.

19. 2018 – ‘Jong Yi Wang, Hui-Lin Zhuang, Jeng-Yuan chiou, ChiaWoel Wang, Chen- Yu Wang, li-Fan LiulD’

This study aimed to determine the factors influencing the work related morale. As a part of the research a questionnaires was formed to collect the required data. As per the findings of the article it shows that implementation of effective strategies at work leads to improve the morale.

20. 2018 – ‘Sarveshni Moodley, George Hove and Anis Mahomed Karodia’

The researchers studied that the motivation is difficult to manage due to the reason that everyone are unique and different. So the same factor(s) which motivates one person may not motivate the other person. Each individual are motivated by different factors. It says that the companies should first know what are the factors that motivate their employees. This study was done to know the factors influencing the employee motivation on performance. As a result it was found that the employees were motivated by both monetary and non monetary aspects. It also showed that the low motivated employees tend to leave the job which resulted in increase in labour turnover

CHAPTER 3

RESEARCH DESIGN

3.1 Statement of the problem

The statement of the problem is to know how the motivational tools has an effect on employee's morale in an organization.

3.2 Need for the study

1. To understand the motivational factors.
2. To understand the level of impact of financial motivation and non financial motivation.
- 3.

3.3 Objectives of the study

1. To know the various factors that motivates the employees.
2. To understand the impact of motivation on employee performance and morale.
3. To understand the different techniques used by the organization to motivate the employees.

3.4 Scope of the study

The study is intended to evaluate motivation of employees in the organization.

A good motivational program procedure is essential to achieve goal of the organization and the individuals.

3.5 Research methodology

- **Research design**

The research design used in this report is descriptive research design. The descriptive research design refers to where the data, population in the research can be described. This method of research design includes observing and then describing the data or the topic of study without any influencing.

The study is based on Primary and Secondary Data method. The primary data is collected through questionnaire method. And the secondary data is been collected through internet, journals, etc.

- **Sample Frame:**

The study is based on the responses of the employees at Pentad Securities.

- **Sample Size:**

The sample size is sixty.

- **Sampling tool:**

Non probability sampling

3.6 Hypothesis

Hypothesis 1: Motivation technique used by the organization and impact of motivation on morale

H0: There is a significant relation between the motivation technique used in the organization and the impact of motivation on morale.

H1: There is no significant relation between the motivation technique used in the organization and the impact of motivation on morale.

Hypothesis 2: Work experience and techniques used by the organization for motivating individual.

H0: There is a significant relation between work experience and techniques used by the organization for motivating individual.

H1: There is no significant relation between the work experience and techniques used by the organization for motivating individual.

Hypothesis 3: Work experience and impact of motivation on employee morale

H0: There is a significant relation between the work experience and impact of motivation on employee morale.

H1: There is no significant relation between the work experience and impact of motivation on employee morale.

Hypothesis 4: Work experience and overall morale of the company

H0: There is a significant relation between work experience and overall morale of the company. H1: There is no significant relation between the work experience and overall morale of the company.

3.7 Limitations

1. The study is also limited to the sample size of 60 respondents.
2. It is relevant only for the specified period of time (6 weeks).

3.8 Chapter scheme:

Chapter 1 - Introduction

Chapter 2 - Theoretical background and literature review Chapter 3 - Research design

Chapter 4 - Analysis and interpretation

Chapter 5 - Findings, conclusions and suggestions

CHAPTER – 04:
ANALYSIS AND INTERPRETATION

The most important step after data collection is to analyse and interpret the data on the basis of data collected. The data is collected through questionnaire method. Data collected is analysed and interpreted using graphs (charts).

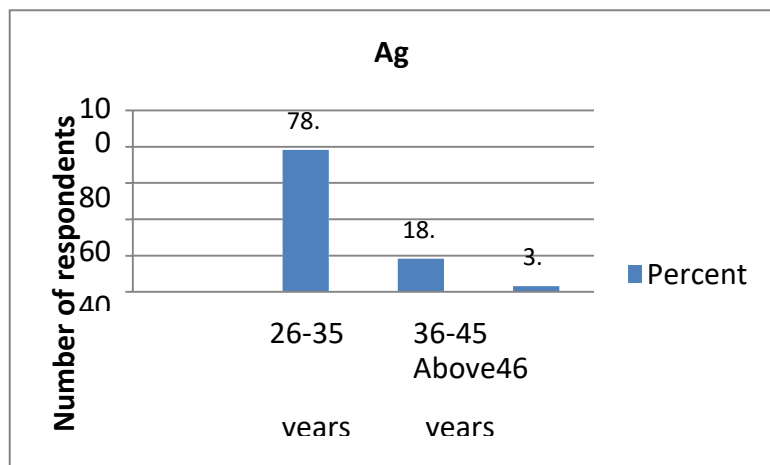
Table no.: 4.1

Table name: Table showing the age of the respondents.

SL.No.	Particulars	Frequency	Percentage
1	26 - 35 years	47	78.3%
2	36 - 45 years	11	18.3%
3	Above 46 years	2	3.3%
	Total	60	100%

Inference: The table 4.1 shows that, 78.3% of the respondent's lies between the age group of 26- 35 years, 18.3% of the respondent's lies between the age group 36 – 45 years and only 3.3% of the respondent's lies at the age above 46 years.

Graph no.: 4.1: Graph showing the respondents age group.



Interpretation:

The above chart shows that the majority of employees working at pentad securities lies between the age group of 26 – 35 years.

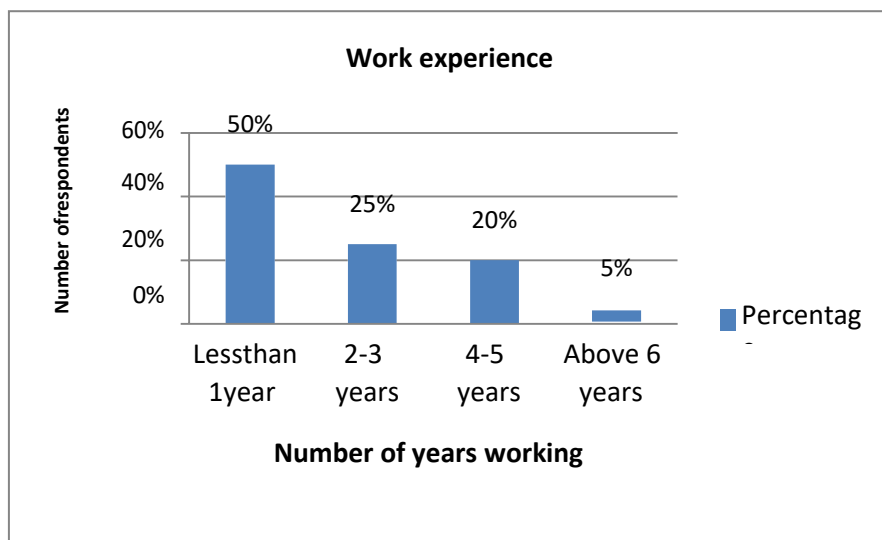
Table No.: 4.2

Table name: table showing number of years working at pentad securities

SL.No.	Particulars	Frequency	Percentage
1	Less than 1 year	30	50%
2	2 - 3 years	15	25%
3	4 - 5 years	12	20%
4	Above 6 years	3	5%
	Total	60	100%

Inference: The table 4.2 represents the number of years the employees working in pentad securities. It shows that 50% of the respondents are working at pentad for a period of less than 1 year, 25% of the respondents are working at pentad for a period of 2 - 3 years, 20% of the respondents are working at pentad for a period of 4 - 5 years and 5% of the respondents are working at pentad for more than 6 years.

Graph no.: 4.2: Graph showing the number of years working at pentad securities



Interpretation:

The interpretation for the above question is that, the graph shows majority of the employees has a less/shorter work experience period at pentad securities while only a few respondents had a longer work experience period at pentad securities.

Table No.: 4.3

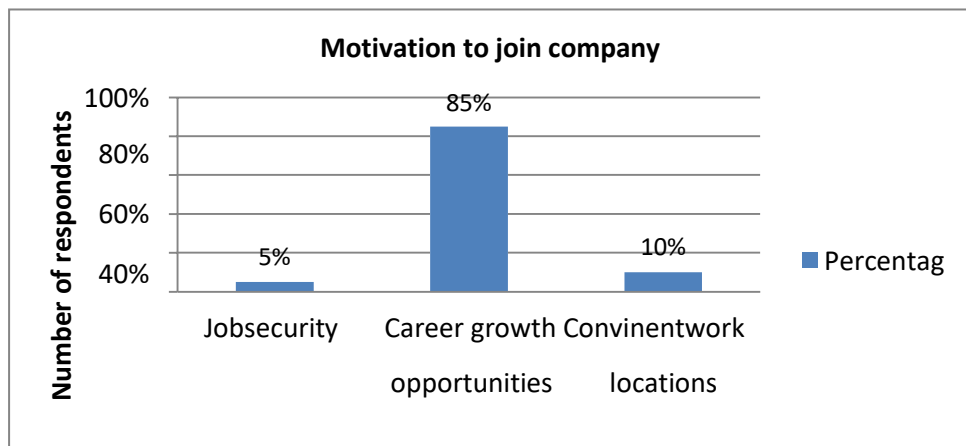
Table name: Table showing about the motivation to join this company.

SL.No.:	Particulars	Frequency	Percentage
1	Job security	3	5%
2	Career growth opportunities	51	85%
3	Convenient work locations	6	10%
	Total	60	100%

Interference:

The table 4.3 shows that 5% of the respondent's motivation to join the company was due to job security, 85% of the respondents motives to join this company is career growth opportunities and 10% of the respondents motives to join this company is convenient work locations.

Graph no.: 4.3: Graph showing motivation to join this company



Interpretation:

The question about the motivation to join this company was asked to know about the individual motives to join this particular company. To understand the question, 3 responses were given – job security, career growth opportunities, and convenient work locations. And from the respondents it was found that 51% of the employee at pentad securities joined the company because of career growth opportunities.

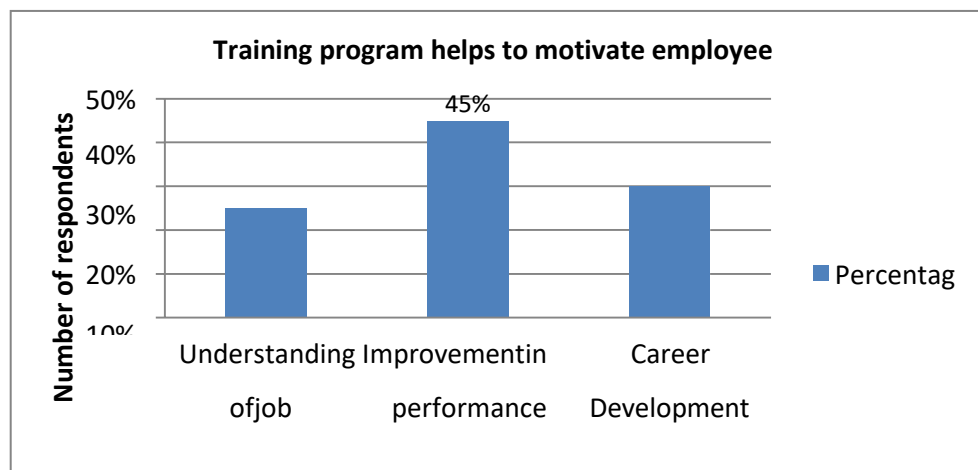
Table No.: 4.4

Table name: Table showing how does the training programs that help to motivate an employee.

SL.No.	Particulars	Frequency	Percentage
1	Understanding of job	15	25%
2	Improvement in performance	27	45%
3	Career Development	18	30%
	Total	60	100%

Inference: The table 4.4 shows that, 25% of the respondents says the training program helps in understanding of job, 45% of the respondents thinks that the training program helps in improvement of performance and 30% of the respondents thinks that the training program helps in career development.

Graph No.: 4.4: Graph showing how does the training programs that help to motivate an employee.



Interpretation:

The question on how does the training program help to motivate an employee was asked in order to know the use of training program in motivation. And to understand this question 3 responses were given to the respondents, from which it was found that majority (45%) of the respondents view that the training program helps the employees

in improvement of performance which leads the employees to feel good at work and motivated. As a result the quality of performance is also increased

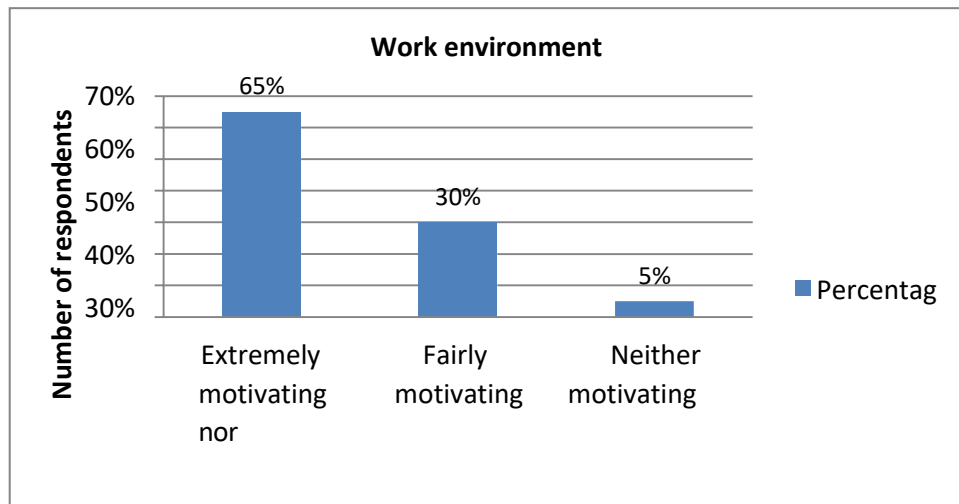
Table No.: 4.5

Table name: Table showing how motivating is the work environment?

SL.No.	Particulars	Frequency	Percentage
1	Extremely motivating	39	65%
2	Fairly motivating	18	30%
3	Neither motivating nor de-motivating	3	5%
	Total	60	100%

Inference: The table 4.5 shows that, 65% of the respondents are in the opinion of that the work environment is extremely motivating, 30% of the respondents are in the opinion of that the work environment is fairly motivating and only 5% opinion that the work environment is neither motivating nor de-motivating.

Graph no: 4.5: graph showing how motivating is the work environment.



Interpretation:

The above question regarding how motivating is the work environment was asked to find out the performance of the employee. To understand this 3 responses were given ranging from extremely motivating to neither motivating nor de-motivating. As

a result, it was found that 65% of the people says the work environment is extremely motivating.

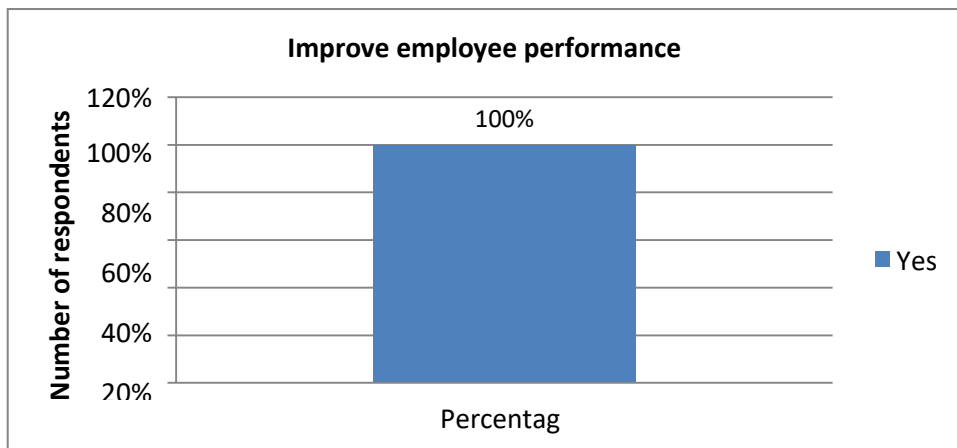
Table No.: 4.6

Table name: Table showing does motivation help you to improve employee performance?

SL.No.	Particulars	Frequency	Percentage
1	Yes	60	100%
	Total	60	100%

Inference: The table 4.6 shows that all the respondents are in the same opinion that yes the motivation helps to improve performance.

Graph no.: 4.6: Graph showing does motivation help you to improve employee performance?



Interpretation: The above graph interprets that yes the motivation helps to improve performance.

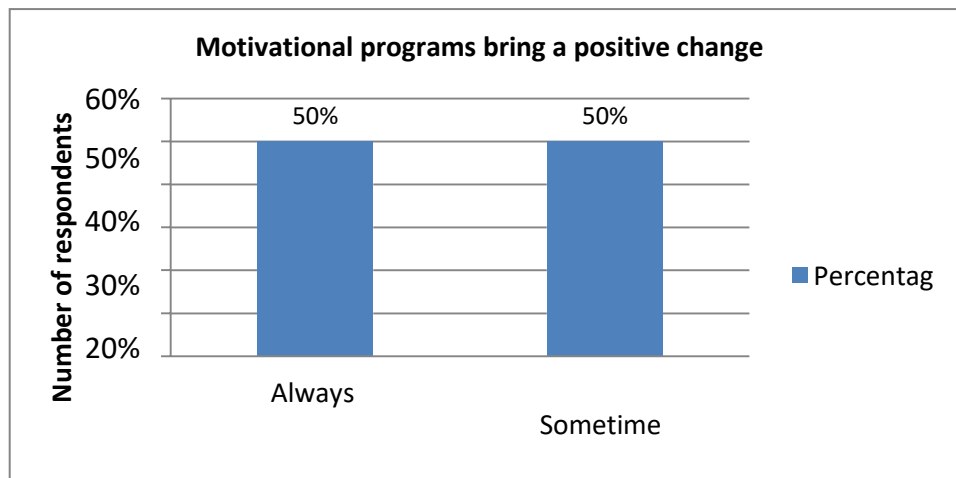
Table No.: 4.7

Table name: Table showing do the motivational programs bring any positive change among the employees?

SL.No.	Particulars	Frequency	Percentage
1	Always	30	50%
2	Sometimes	30	50%
	Total	60	100%

Inference: The table 4.7 shows that, 50% of the respondents are in the opinion that the motivational programs always bring a positive change among the employees. And another 50% of the respondents opinion that only sometimes the motivational programs bring a positive change among the employees.

Graph no: 4.7: Graph showing do the motivational programs bring a positive change among the employees.



Interpretation:

The interpretation from the above graph is that 50% of the respondents agree only sometimes it bring a positive change where as other 50% of the respondents agree to always it bring a positive change among the employees.

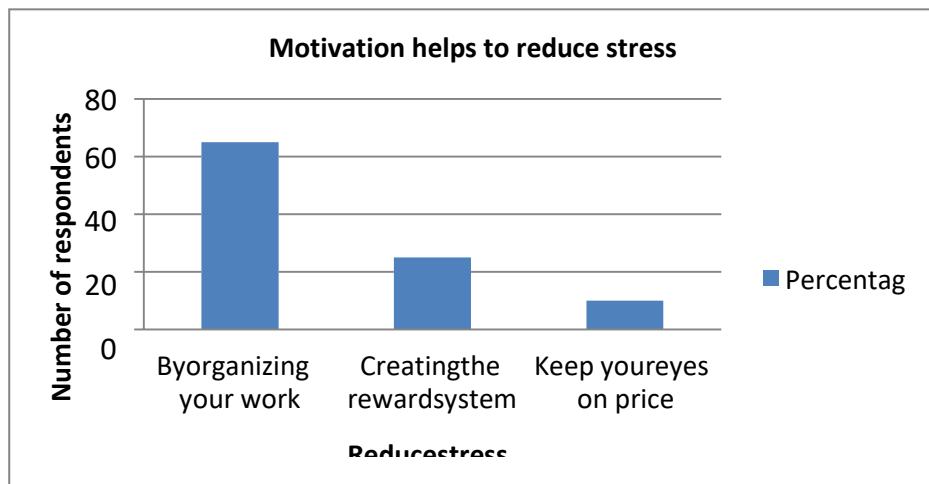
Table No.: 4.8

Table name: Table showing how motivation helps to control stress?

SL.No.	Particulars	Frequency	Percentage
1	By organizing your work	39	65.0
2	Creating the reward system	15	25.0
3	Keep your eyes on price	6	10.0
	Total	60	100.0

Inference: The table 4.8 shows, that 65% of the respondents agree that by organizing the work, the motivation helps to reduce stress, 25% of the respondents agree that creating a reward system, the motivation helps to reduce stress and 10% of the respondents says that the motivation helps to reduce stress by keeping your eyes on price for the work.

Graph no.: 4.8: Graph showing how motivation helps to control stress?



Interpretation:

The question on how does motivation helps to control stress was asked in order to find out the different ways how the stress can be controlled. To understand this 3 responses were given – by organizing your work, creating a reward system and keep your eyes on price. And it was found that 65% of the respondents agrees to that by organizing the work, it helps to reduce the stress and only 10% says to keep your eyes

on the price. As a result, when the work is been organized properly, the individual does not feel more stressed.

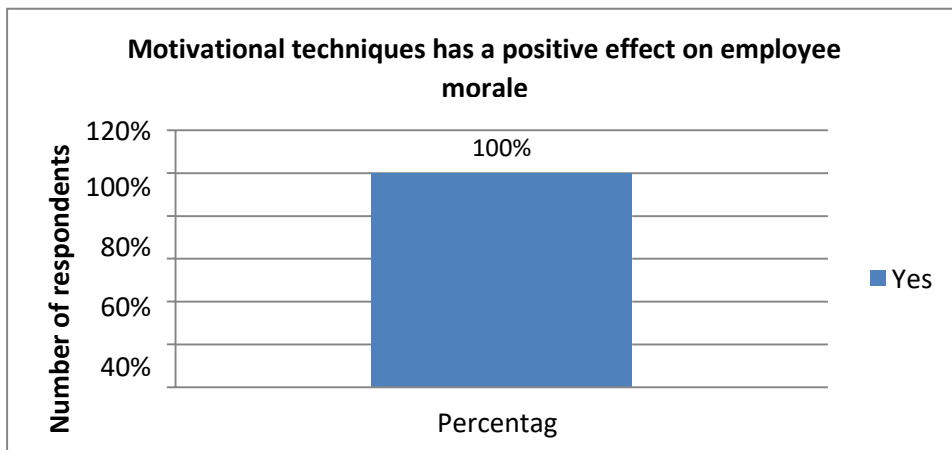
Table No.: 4.9

Table name: Table showing do the motivational techniques has a positive effect on employees morale?

SL.No.	Particulars	Frequency	Percentage
1	Yes	60	100%
	Total	60	100%

Inference: The table 4.9 shows that all the respondents are in the same opinion that yes the motivational techniques has a positive effect on employees morale.

Graph no.: 4.9: Graph showing do the motivational techniques has a positive effect on employees morale?



Interpretation:

The interpretation to the above graph is that all the respondents are in the same opinion, that the motivational techniques used by the organization have a positive effect on employee's morale.

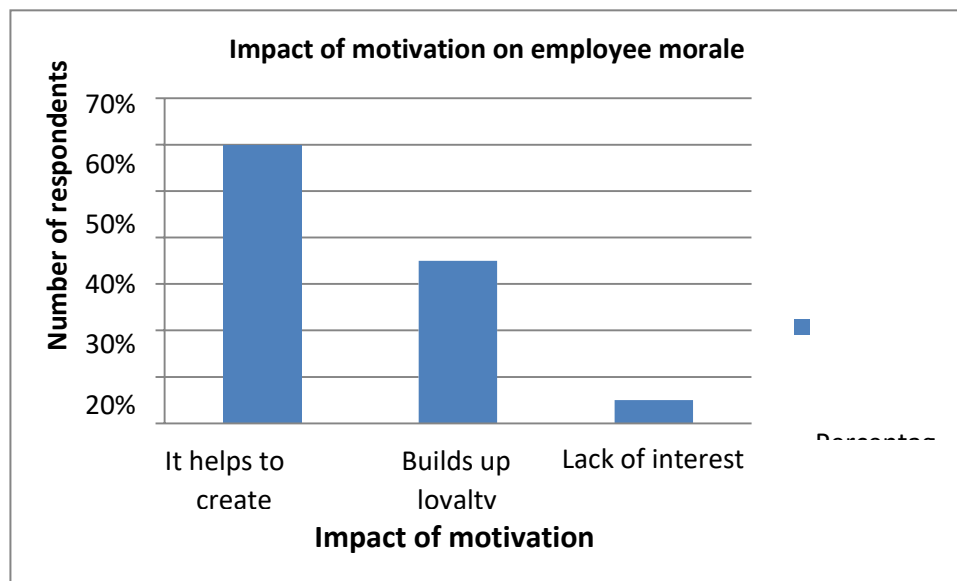
Table No.: 4.10

Table name: Table showing what impact does motivation has on employee's morale?

SL.No.	Particulars	Frequency	Percentage
1	It helps to create enthusiasm	36	60%
2	Builds up loyalty	21	35%
3	Lack of interest	3	5%
	Total	60	100%

Inference: The table 4.10 shows that, 60% of the respondents say that the motivation helps to create enthusiasm and 5% of the respondent's opinion that it also creates lack of interest.

Graph no.: 4.10: Graph showing what impact does motivation has on employee's morale?



Interpretation:

The above question was asked to know about in what way the motivation has a impact on employee's morale. And it was found that 60% of the respondents agree that the motivation helps to create enthusiasm and 5% of the respondent's opinion that it also creates lack of interest. Hence as a result, the motivation has a positive impact on the employee's moral.

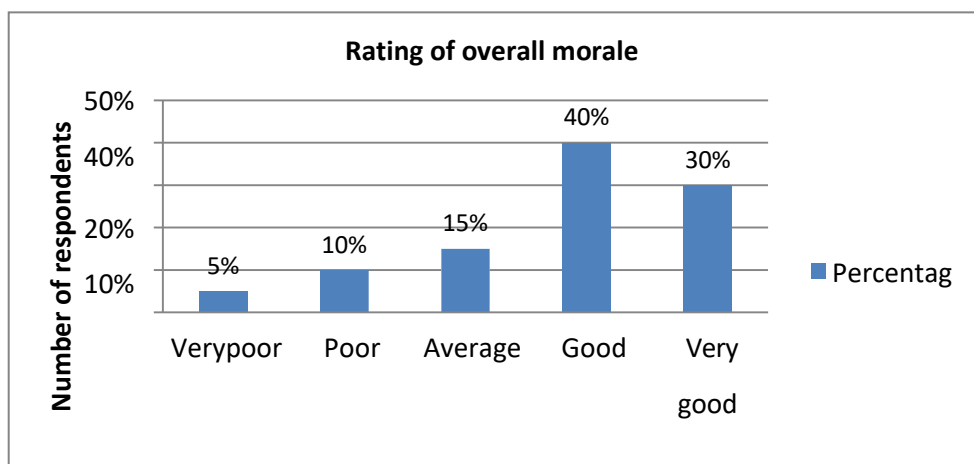
Table No.: 4.11

Table name: Table showing how much do you rate the overall morale of the company? (where 1-very poor, 2- poor, 3-average, 4-good, 5-very good)

SL.No.	Percentage	Frequency	Percentage
1	Very poor	3	5%
2	Poor	6	10%
3	Average	9	15%
4	Good	24	40%
5	Very good	18	30%
	Total	60	100%

Inference: The table 4.11 shows that, 30% of the respondents say that the overall morale of the company is very good, 40% of the respondents say that the overall morale of the company is very good, 15% % of the respondents say that the overall morale of the company opinion it is average, 10%% of the respondents say that the overall morale of the company is poor and only 5% of the respondents say that the morale of the company is very poor.

Graph no.: 4.11: Graph showing the rating overall morale of the company.



Interpretation:

The interpretation of overall morale of the company, can be interpreted from the graph that majority of the respondents say that the morale of the company is good and only 3% of the respondents say that the morale of the company is very poor

Table No.: 4.12

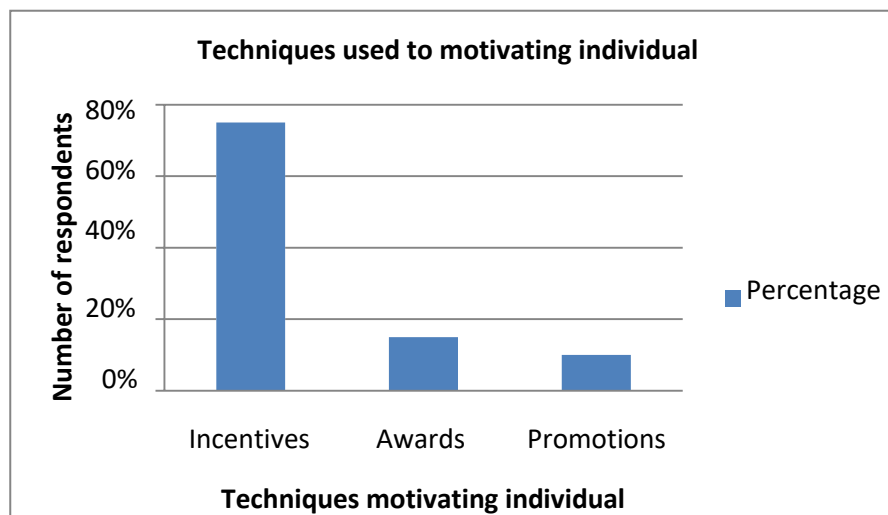
Table name: Table showing what technique is used by the organization for motivating an individual?

SL.No.	Particulars	Frequency	Percentage
1	Incentives	45	75%
2	Awards	9	15%
3	Promotions	6	10%
	Total	60	100%

Interference:

From the above table 4.12, shows that 75% of the respondents says that the organization provides incentives, 15% of the respondents says that the organization provides awards and only 10% of the respondents say that the organization provides promotion for motivating individual.

Graph no.: 4.12: Graph showing the technique is used by the organization for motivatig an individual



Interpretation:

The above question was asked in order to know what technique motivates an individual. It was found that 75% of the respondents were motivated by taking incentives and only 10% of the respondents motivated through promotion. As a result, one technique does not motivate all the employees so the organization should use different motivational techniques.

Table No.: 4.13

Table name: Table showing which of the following is the most effective way of motivating team members?

SL.No.	Particulars	Frequency	Percentage
1	Pay your people what they are worth	9	15%
2	Offer opportunities for self development	36	60%
3	Provide them with pleasant work place to work	15	25%
	Total	60	100%

Interference: The table 4.13 shows that, 15% of the respondents agrees that paying your people what they are worth motivates the team members, 60% of the respondents agrees that providing opportunities for self development motivates the team members. And 25% of the respondents agree that providing them with a pleasant work place helps to motivate the team members.

Graph no.: 4.13: Graph showing the most effective way of motivating team members



Interpretation:

The above question was asked in order to know what technique motivates the team members. It was found that 60% of the respondents were motivated by offering opportunities for self development and only 15% of the respondents motivated through when paid your people what they are worth. As a result, one technique does not motivate all the employees so the organization should use different motivational techniques.

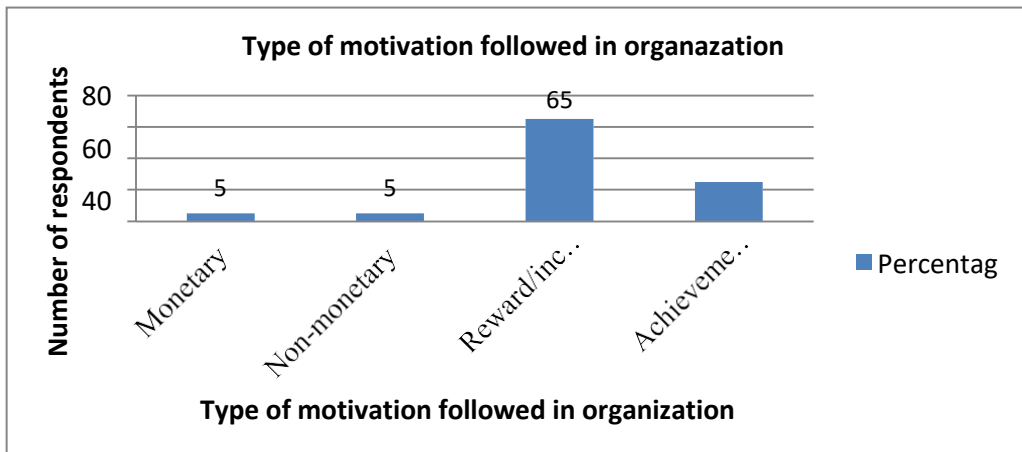
Table No.: 4.14

Table name: Table showing what type of motivation is followed by the organization?

SL.No.	Particulars	Frequency	Percentage
1	Monetary	3	5.0
2	Non-monetary	3	5.0
3	Reward/incentive based motivation	39	65.0
4	Achievement based motivation	15	25.0
	Total	60	100.0

Inference: The above table 4.14 shows that, 5% of respondent's opinion that the organization provide both monetary and non monetary as technique of motivating, 65% of the respondent's opinion that the organization provides reward/incentives based motivation. And 25% of respondent's opinion that the organization provides achievement based motivation as technique of motivating.

Graph no.: 4.14: Graph showing the type of motivation is followed by the organization



Interpretation: The above question was asked to understand the type motivation technique preferred by the organization. It was found that the organization provides reward/incentive based motivation majority of time. And as a result the organization should also use different other technique for motivating its employees.

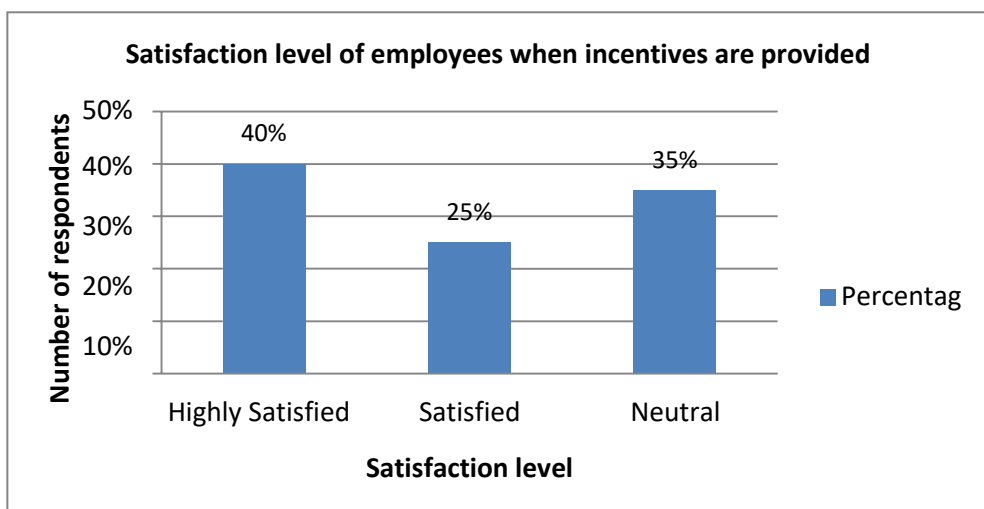
Table No.: 4.15

Table name: Table showing how far you are satisfied with the incentives provided by the organization

SL.No.	Particulars	Frequency	Percentage
1	Highly Satisfied	24	40%
2	Satisfied	15	25%
3	Neutral	21	35%
	Total	60	100%

Inference: The table 4.15 shows, 40% of the respondents are highly satisfied with the incentives provided in the organization, 25% of the respondents are satisfied with the incentives provided in the organization and other 35% of the respondents are in the neutral opinion with the incentives provided in the organization.

Graph no.: 4.15: Graph showing the satisfaction level of employees when the incentives are provided



Interpretation:

From the above graph, it is interpreted that most of the employees are highly satisfied with the incentives provided and other employees are either satisfied or in state of neutral regarding the incentives that is provided by the organization.

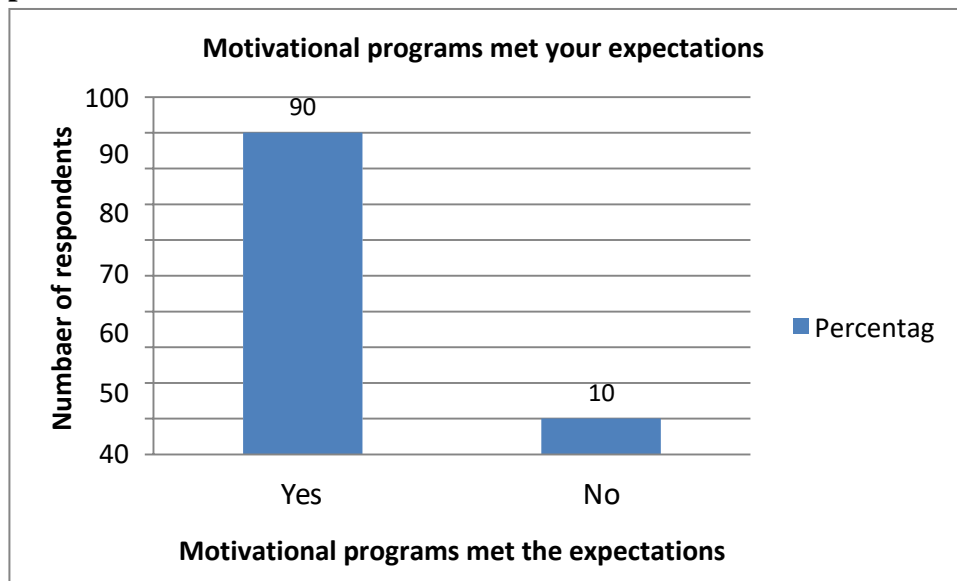
Table No.: 4.16

Table name: Table showing has the motivational programs met your expectations?

SL.No.	Particulars	Frequency	Percentage
1	Yes	54	90.0
2	No	6	10.0
	Total	60	100.0

Inference: The table 4.16 shows that, 90% of the employees says that the motivational programs has met their expectations and only 10% said that the motivational programs has not met their expectations.

Graph no.: 4.16: Graph showing has the motivational programs met your expectations?



Interpretation:

From the above, it can be interpreted that most of the employees expectations has been fulfilled by the motivational programs. And as a result the organization should also concentrate on the rest of the 10% whose expectations are not met.

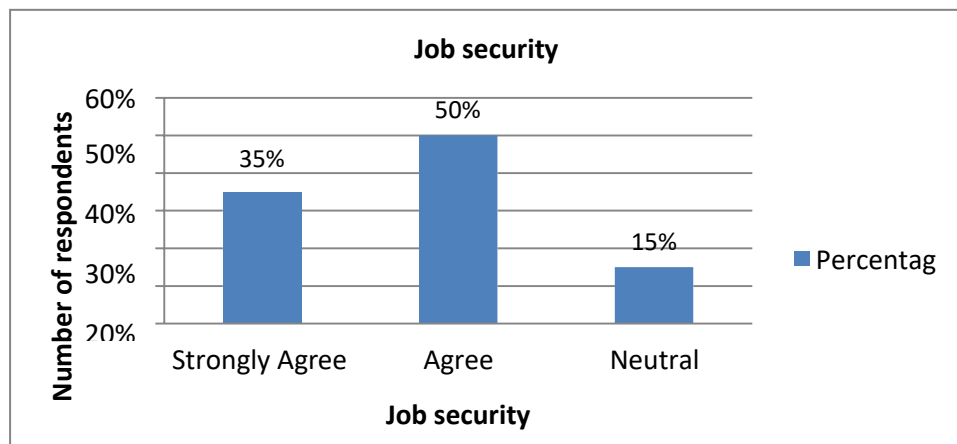
Table No.: 4.17

Table name: Table showing through the motivational practices, I feel the presence of job security here?

SL.No.	Particulars	Frequency	Percentage
1	Strongly Agree	21	35%
2	Agree	30	50%
3	Neutral	9	15%
	Total	60	100%

Inference: The table 4.17 shows that, 35% of the employees have strongly agreed that they have a sense of job security in that organization, 50% of the employees has agreed that they have a sense of job security in that organization and only 15% of the respondents who has a neutral opinion about their job security.

Graph no.: 4.17: Graph showing through the motivational practices, I feel the presence of job security here?



Interpretation:

From the above graph it can be interpreted that majority of the employees has a job security feeling. The organization should look over the rest of the employees so that even when they feel that their job is secured, they can effectively work in an organization which in turn increase their performance and productivity.

Hypothesis

Hypothesis 1:

H0 - There is a significant relation between the motivation technique used in the organization and impact of motivation on employee morale.

H1 - There is no a significant relation between the motivation technique used in the organization and impact of motivation on employee morale.

Table no.: 4.18

The motivation technique used in the organization and impact of motivation on employee morale cross tabulation						
Sl.no.	Impact of motivation on employee morale	The motivation technique used in the organization				Total
		Monetary	Non-monetary	Reward/incentive based motivation	Achievement based motivation	
1	Helps to create enthusiasm	3	3	30	0	36
2	Builds up loyalty	0	0	9	12	21
3	Lack of interest	0	0	0	3	3
	Total	3	3	39	15	60

Chi-Square Tests			
Particulars	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-Square	33.824 ^a	6	.000
Likelihood Ratio	41.698	6	.000
Linear-by-Linear Association	22.531	1	.000
N of Valid Cases	60		
a. 8 cells (66.7%) have expected count less than 5. The minimum expected count is .15			

Interpretation:

The chi square test was conducted to find out the dependency between the motivation techniques used in the organization and the impact of motivation on employee morale. According to the analysis, the chi-square test value - 33.824, which is more significant and higher than the table value (0.005). As a result, the null hypothesis is rejected and the alternative hypothesis is accepted which shows that there is no a significant relation between the motivation technique used in the organization and impact of motivation on employee morale.

Result: There is no a significant relation between the motivation technique used in the organization and impact of motivation on employee morale.

Hypothesis 2:

H0 - there is a significant relation between work experience and techniques used by the organization for motivating the individual.

H1 - there is no a significant relation between work experience and techniques used by the organization for motivating the individual.

Table no.: 4.19

The work experience and techniques used by the organization for motivating the individual cross tabulation					
Sl.no.	work experience	The techniques used by the organization for motivating the individual			Total
		Incentives	Awards	Promotion	
1	Less than 1 year	30	0	0	30
2	2 – 3 years	15	0	0	15
3	4 – 5 years	0	9	3	12
4	Above 5 years	0	0	3	3
	Total	45	9	6	60

Chi-Square Tests			
Particulars	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	82.500 ^a	6	.000
Likelihood Ratio	74.175	6	.000
Linear-by-Linear Association	43.393	1	.000
N of Valid Cases	60		
a. 9 cells (75.0%) have expected count less than 5. The minimum expected count is .30.			

Interpretation:

The chi square test was conducted to find out the dependency between the work experience and techniques used by the organization for motivating the individual. According to the analysis, the chi-square test value - 82.500, this is more significant and higher than table value (0.005). As a result, null hypothesis is rejected and alternative hypothesis is accepted which shows that there is no a significant relation between work experience and techniques used by the organization for motivating the individual.

Result: There is no a significant relation between work experience and techniques used by the organization for motivating the individual.**Hypothesis 3:**

H0 - There is a significant relation between the work experience and Impact of motivation on employee morale

H1 - There is no a significant relation between the work experience and Impact of motivation on employee morale

Table no.: 4.20

The work experience and impact of motivation on employee morale cross tabulation					
Sl.no.	work experience	The impact of motivation on employee morale			Total
		Helps to create enthusiasm	Builds up loyalty	Lack of interest	
1	Less than 1 year	30	0	0	30
2	2 – 3 years	6	9	0	15
3	4 – 5 years	0	12	03	12
4	Above 5 years	0	0	3	3
	Total	36	21	3	60

Chi-Square Tests			
Particulars	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.037E2 ^a	6	.000
Likelihood Ratio	78.656	6	.000
Linear-by-Linear Association	47.401	1	.000
N of Valid Cases	60		
a. 7 cells (58.3%) have expected count less than 5. The minimum expected count is .15.			

Interpretation:

The chi square test was conducted to find out the dependency between the work experience and Impact of motivation on employee morale. According to the analysis, the chi-square test value -

1.037 is found to be more significant and higher than the table value (0.005). And as a result, the null hypothesis is rejected and the alternative hypothesis is accepted which

shows that there is no a significant relation between the work experience and Impact of motivation on employee morale

Result: There is no a significant relation between the work experience and Impact of motivation on employee morale.

Hypothesis 4:

H0 - there is a significant relation between the work experience and overall morale of the company.

H1 - there is no a significant relation between the work experience and overall morale of the company.

Table no.: 4.21

The work experience and overall morale of the company cross tabulation							
Sl.no.	work experience	The overall morale of the company					Total
		Very poor	Poor	Average	Good	Very good	
1	Less than 1 year	3	6	9	12	0	30
2	2 – 3 years	0	0	0	12	3	15
3	4 – 5 years	0	0	0	0	12	12
4	Above 5 years	0	0	0	0	3	3
	Total	3	6	9	24	18	60

Chi-Square Tests			
Particulars	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-Square	64.000 ^a	12	.000
Likelihood Ratio	75.275	12	.000
Linear-by-Linear Association	31.449	1	.000
N of Valid Cases	60		
a. 17 cells (85.0%) have expected count less than 5. The minimum expected count is .15.			

Interpretation:

The chi square test was conducted to find out the dependency between the work experience and overall morale of the company. According to the analysis, the chi-square test value is

64.000 is more significant and higher than table value (0.005). As a result, null hypothesis is rejected and alternative hypothesis is accepted which shows that there is no a significant relation between the work experience and overall morale of the company.

Result: There is no a significant relation between the work experience and overall morale of the company.

CHAPTER – 05

FINDINGS, SUGGESTIONS AND CONCLUSION

5.1 Findings:

The findings on the impact of motivation at pentad securities private limited are:

- Majority of the employees have joined this company because there is an opportunity for career growth.
- The majority of the employees agree that the training program helps in improvement in performance.
- The majority of the employees agree that the work environment is extremely motivating.
- There are many factors that motivate an employee. The major factors that motivates an employee as individual is incentives whereas while working in team the factor that motivates the team member is by offering the opportunities for self development.
- It was also found that when the employees are motivated, the performance also increases and vice-versa.
- All the employees in the organization said that the motivational techniques have a positive effect on the employee morale.
- The techniques used by the organization to motivate their employees were – reward based motivation which is used majority of times in the organization.
- Majority of the employees agree that by organizing their work, it helps them to control stress.
- It is found that through motivational practices, most of the employees feel a presence of job security.

5.2 Suggestions / recommendations:

- In order to motivate an employee as individual or as team, the organizations should not only concentrate on providing incentives but also should include other motivational techniques such as recognition, provide benefits etc, so that every employee is motivated and which results in increase in performance.
- In order to improve the working environment, the organization should provide with a favorable working conditions. So that the performance of the employee is improved.
- To increase the morale in employees, the organization can implement the different methods/techniques through which the employee morale can be increased. These methods/techniques may include – encouragement on employee ideas, being transparent, promotions etc.
- The organization should see to that the morale of its employees is high, so that there is a increase in productivity. And incase, when the organization feels that the morale is low, the organization can increase the employees morale by providing incentives, rewards, change the work hours etc.

CONCLUSION:

Employees or human resource are considered as important asset for every organization. And every employee is needed to be motivated in order to perform well. There are various factors which motivates each of the individual i.e., the motivation for one person/individual is different when compared to other individuals. Hence, the motivation plays an important role in employee performance and morale. It is only when the employees are motivated, they tend to work efficiently and the performance of those employees is high. The organizations should also implement some of the motivational techniques. It should also the employees to have a positive feeling about the organization, so that the morale is also increased.

At pentad securities, the motivational techniques such as providing incentives, awards etc are provided to motivate the employees. And also the employees of this organization are motivated towards work. It can be concluded that when the employees are motivated and the moral is high, they work efficiently and as a result the performance of the employee is high.

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WEEKLY REPORT

Sl. No.	Activity	Activity Details	Duration
1	Activity-1	Understanding the Structure, Cultures followed by the company and function of organization.	Week-1 [3 rd Jan 2020 to 9 th Jan 2020]
2	Activity-2	Identification of the problem faced by the company through Literature-Review and Industry and company-profile.	Week-2 [10 th Jan 2020 to 16 th Jan 2020]
3	Activity-3	Deciding the final structure of the report along with the guide and structuring it.	Week-3 [17 th Jan 2020 to 23 rd Jan 2020]
4	Activity-4	Collecting the data, surfing the data, editing the data collected, coding the collected data and tabulating it and presenting the same to the guide for suggestions to make the analysis.	Week-4 [24 th Jan 2020 to 30 th Jan 2020]
5	Activity-5	Analysing and Finalizing the report after presenting it to the guide.	Week-5 [31 st Jan 2020 to 6 th Feb 2020]
6	Activity-6	Submission of final-Report to the University before one-week of the commencement of the theory examination.	Week-6 [9 th Feb 2020 to 14 th Feb 2020]

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