



## IMPACT OF MOTIVATION ON EMPLOYEE JOB PERFORMANCE FOR OVERALL TRANSFORMATION IN EMERGING ECONOMY (A CASE STUDY OF TUYIL PHARMACEUTICAL COMPANY LTD, ILORIN)

**KADIR MUMINI**

*Department of Business Administration and  
Management, Federal Polytechnic Ede, Osun  
State*

### Abstract

The study examined the impact of motivation on employee performance in Tuyil Pharmaceutical Company in Ilorin metropolis. Stratified random sampling technique was used to select 200 respondents from among the employees of the company. Questionnaire was employed as the main instrument of data collection. Three research questions were raised to guide the study.

### INTRODUCTION

#### Background to the Study

The overall success of an institution in achieving its strategic objectives relies heavily on the performance level of employees. Employee performance is a function of ability and motivation, where

Descriptive statistics and percentage were used to analyze the data collected. The results of the study revealed that motivation actually

#### KEYWORDS:

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enhance workers welfare, hence improve their productivity. The study therefore recommended that staff motivation should be given a priority as that is the only way that can guarantee the success of any organization.

ability is comprised of the skills, training and resources required for performing a task and motivation is described as an inner force that drives individual to act towards something. Flippo (2001)] adds that employee performance in institutions results in a more motivated work force that has the drive for higher productivity, quality, quantity, commitment and drive.

Motivation is seen as the complexity of forces that inspires a person at work to intensify his desires and willingness to use his potential to perform in order to achieve organizational objectives. According to Mile (2004), motivation is a condition which influences the arousal, direction and maintenance of behaviour. Human needs must be satisfied, and this can cause the arousal of motivational forces.

Motivation is categorized into two, namely: extrinsic or intrinsic motivation. Extrinsic motivations refers to those type of motivation that are external to the task of the task an individual employee perform in any organization and these include prompt salary payment, fringe benefits, work condition, security, and promotion, contract of service, the work environment and conditions of work. While on the other hand Intrinsic motivation are those rewards that can be termed psychological motivations and examples are opportunity to use one's ability, a sense of challenge and achievement, receiving appreciation, positive recognition, and being treated in a caring and considerate manner(See Mc Cornick and Tifflin (2007).

Good remuneration has been found over the years to be one of the policies the organization can adopt to increase their workers performance and thereby increase the organizations productivity. Also, with the present global economic trend, most employers of labour have realized the fact that for their organizations to compete favourably, the performance of their employees goes a long way in determining the success of the organization. On the other hand, performance of employees in any organization is vital, not only for the growth of the organization, but also for the growth of individual employees (Meyer and Peng, 2006). An organization must know who are its outstanding workers, those who need additional training and those not contributing to the efficiency and welfare of the company or organization. Also, performance on the job can be assessed at all levels of employment such as: personnel decision relating to promotion, job rotation, job enrichments etc.(Aidis,2005; Meyer and Peng,2006).

### **Statement of the Problem**

The performance of organization depends on certain fundamental factors and most importantly how well the organization project itself to achieve the goals and

objective for which they were established. The rapid changing environment and competitive market condition, many firm or organization are faced with undoubting challenges of not developing a dynamic workforce which militate against their overall performance. Therefore, the organization must ensure that their employees are well catered for by taking necessary measures and steps aimed at improving their productivity. Thus, identifying workers needs that satisfy them are valuable assets without which they may not succeed. Motivation of employees is a means by which an organization could bridge the gap between failure and success. It is a common knowledge that in any organization, where employees motivation is prioritise there is general a mutual understanding between the employers and employees, low level of industrial disputes, high level of productivity and hence, profit is maximized. It is in line of the above, that this study focuses and assessed the impact of motivation on employee motivation in an organization.

Therefore, the major objective of this study was to assess the impact of motivation on employee job performance. Other specific objectives of this study are to:

- i. To determine the extent to which monetary reward enhance employee performance in Tuyil Pharmaceutical company
- ii. To determine the effect of training on employee performance

In line with the stated objectives, the study sought to ask the following questions:

- I. To what extent does monetary reward enhance employee performance in an organization?
- II. What is the impact of training as motivation tool on employees' performance in an organization?

### **Literature Review**

There are quite a number of studies conducted on the impact of motivation on employee's performance in recent years. For instance, Said et al (2017) examined the impact of motivation on employee performance in Harnod Company in Mogadishu Somalia. The study employed descriptive research design for the study. Simple random sampling technique was employed to select sixty respondents for the study. Questionnaire was the main instrument employed to collect data from the respondents. Simple percentage and regression analysis were employed to analyse the data. Their findings revealed that monetary reward, job enrichment had a significant and positive effect on job performance

Another study conducted by Kinika and Elegwa (2013) establishes the effect of motivation on employee performance in the Public Middle Level Technical Training Institution in Kenya. A descriptive research design was adopted for the study. Structured questionnaire was employed to seek information from the respondents that was selected randomly. The study observed that employee's remuneration and work environment were not conducive to aid job performance. In a related study, Rathnayaka and Madhahansi (2018) conducted a study to determine the impact of motivation on employee performance in SLITHAL. Fifteen lecturers were selected through probabilistic convenience sampling technique. Their findings observed a strong positive relationship between incentives and employees performance.

Similarly, Said et al (2018) conducted a study to investigate the influence of satisfactory and inter personal trust on organizational commitments. A structured questionnaire was employed to obtain data from the respondents selected through simple random sampling technique. Descriptive statistics and correlational analysis were employed to analyse data collected. The results of their findings revealed that three variables, namely; individual needs, personal preference and work environment are positively and significantly related to job performance.

Also, Oluwayomi (2018) investigated the relationship between motivation and job performance level in some selected insurance companies in Lagos State. Stratified random sampling method was employed to select sample for the study. Structured questionnaire was used to gather relevant information from the respondents. Simple percentage and pie charts were employed to analyse the data collected. The results of the findings revealed that a strong and positive association between employees performance and motivation.

Another study by Muogbo (2013) investigated the impact of motivation in increasing organizational productivity among manufacturing firms in Anambra State. Simple random sampling technique was employed to sixty employees from among the workers in the firm. Descriptive statistics and Pearson Product Moment Correlation Coefficient were employed to analyse the date collected. The results revealed a strong relationship between extrinsic motivation and job performance while the intrinsic motivation reported otherwise.

Nnato and Ndob (2018) examined the effect of motivation on employee's job performance in Alvan Ikoku Federal College of Education. Two hundred respondents which include both academic and non-academic staff were selected

for the study through stratified sampling technique. Questionnaire was used to elicit information from the respondents. Simple percentage and Chi-square were employed to analyse the data collected. The study found a significant relationship between staff motivation and job performance in the study area.

Ibrahim (2015) examined the impact of employee motivation on organizational performance in the financial sector in Ghana. Data for the study was obtained from staff of four sampled financial institutions in Ghana. A sample size of 80 respondents was selected through simple random sampling technique. Questionnaire was used because of its wider application, high response rate, limited time in administration and less cost. Findings from the study suggest that leadership opportunities, recognition and employee appraisal, meeting employee expectations and socialization are the key factors that motivate employees. The findings further revealed that managerial standards, motivation, commitment, employee evaluations, positive work environment, technology, lack of incentives, comfort level and poor management are factors that affect employees' performance. Further, the study shows the impact of motivation on organizational performance as improving employees' level of efficiency, helping employees to meet their personal goals, employee satisfaction, and helping employees bond with the organization

#### **METHODOLOGY**

The study adopted a descriptive research design. This type of design is considered appropriate because it involves collection of data to describe the existing situation as they were. A survey research of this nature studied a sample from the existing population where inferences were drawn on the entire population. Also, this design allows the researcher to describe and analyse information collected from the respondents on the impact of motivation on employee's job performance in a manufacturing industry.

The population for this study consists of the entire workers in the manufacturing company which comprises of both the permanent and casual staff. Stratified randomly sampling method was employed to select forty casual and sixty permanent staff respectively by drawing a table of random number through the application of proportional allocation formula. Questionnaire was the main instrument employed to elicit information from the respondents because of its wider application, high response rate, and limited time in administration and less cost. The questionnaire was divided into two main sections, namely; section A and

section B. section A contains the bio- data of the respondents which sought information on their age, sex, marital status, level of education, years of experience and others. While section B consists of questions relevant to the problem under investigation. The researcher personally administered the questionnaire in order to offer clarification on questions asked where necessary. Descriptive statistics and percentage were employed to analyse the data collected.

### **DATA PRESENTATION AND ANALYSIS OF RESULTS**

This section presents the analysis of collected from the response of respondent.100 questionnaires were distributed among the respondents selected which includes both the permanent and casual staff of the company. The questionnaire was drawn on a five point Likert response key of strongly agree (SA), Agree (A), Undecided (U), Disagreed (D), and strongly Disagreed (SD). The presentation was divided into two categories, namely: descriptive analysis of the respondent's bio-data and the chi-square results presentation.

#### **Descriptive presentation of respondent's bio-data**

<b>Variables</b>	<b>Respondents Opinion</b>	<b>Frequency</b>	<b>Percentage</b>
<b>Age Structure</b>	15-25	27	13.5
	26-35	85	42.5
	36-45	56	28.0
	46-55	32	16.0
<b>Respondent Status</b>	Married	40	20
	Single	160	80
<b>Level of Education</b>	Primary	17	8.5
	Secondary	53	26.5
	Tertiary	119	59.5
	No formal education	11	5.5
<b>Gender Attribute</b>	Male	129	63.9
	Female	71	35.1
<b>Years in service</b>	0-5	10	5
	6-10	160	80
	11-15	30	15
	Abover 15		3

The table above shows that out of the 200, 85 of them (or 42.5%) fall into the age bracket 26-35. Fifty-six (56) respondents (28.0%) are in the 36-45 age range. Thirty-two other respondents, constituting about 16% are between the ages of 46-55. This shows that majority of the operators of the workforce falls within active population in the society. This is confirmed by the responses of the respondents on their marital status where about 80% of the respondents corresponding to one hundred and sixty are single, only about 20% (of the 40 respondents) being married.

Another characteristic of the respondents is that our result shows that 119 of them ( or 59.5%) acquired tertiary education either in the form of first degree, OND, HND or NCE. Fifty-three of the respondents (slightly over 26%) possessed 'O' level and another group 17 respondents (or 8.5%) obtained primary school leaving certificate. Only 5.5% of the respondents claimed that they did not have any formal education. This implies that although majority of the respondents have acquired a reasonable level of education. This result further reveals that majority of the employees are male. As can be seen in Table 4.1, 129 respondents (63.2%) are male and the remaining constituting (35.1%) are female. Finally, the results indicated that majority of the respondents have spent between 6-10 years in the company totalling 160 or 80% of the sample. A total of 30 respondents have spent between 0-5 years in the company while only 3% of the respondents spent above 15 years in the company.

**Question 1:** What are the various incentives that motivate employee in an organization?

Options	Response	Percentage
<b>Agree</b>	30	15
<b>Strongly agree</b>	120	60
<b>Disagree</b>	8	4
<b>Strongly disagree</b>	40	20
<b>Undecided</b>	2	1
<b>Total</b>	200	100

The table above revealed that 15% and 60% of the employee agreed that the organization has made various efforts to improve workers welfare by providing numerous incentives in order to change productivity, hence, ensure the transformation to meet the emerging world. Also, about 4% and 20% respectively

disagree and strongly disagree that the organization have not initiated any policies aimed at improving workers' productivity. To this end, it is concluded that the organization have actually initiated quite a number of measures to improve workers welfare and consequently increased their productivity. However, only 1% of the respondents is undecided as whether the organization has initiated any policy to improve workers welfare or not.

**Question 2:** To what extent does reward system enhance your performance?

Options	Response	Percentage
Agree	15	7.5
Strongly agree	160	80
Disagree	15	7.5
Strongly agreed	8	4
Undecided	2	1
<b>Total</b>	200	100

The above table revealed that 7.5% and 80% respectively agreed and strongly agreed that the reward system in terms of promotion, salary increase and advance salary payment motivate workers to increase their productivity while 7.5% and 4% respectively disagreed that reward system do not in any way improve workers' productivity. However, only 1% of the employee were undecided on whether reward system actually motivate workers to improve their productivity.

**Question 3:** What is the impact of motivation on employee performance?

Options	Response	Percentage
Agree	14	7
Strongly agree	166	83
Disagree	4	2
Strongly disagree	6	3
Undecided	10	5
<b>Total</b>	200	100

The table above shows that 7% and 83% respectively agreed and strongly agreed that motivation have actually improved workers welfare, hence, increased their productivity. Meanwhile, a negligible 2% and 3% respective do not believe that motivation actually enhance workers' productivity. However, only 5% were undecided.

### **Discussion of findings**

The study revealed that majority of the workforce obtained a formal education and were able to initiate policy that could help promote organizational goals and objective. Furthermore, the study observed that majority of the workforce is male while smaller percentages are female. The study discovered that staff motivation increases staff performance. Both intrinsic and extrinsic motivations are great forces that propel the workforce or individual employees to increase their performance. It is based on the greater the motivation, the higher productivity, the lower the motivation, the lower productivity and morale. There was great show of commitment to duty by the employees of the college after the management ensured fairly good and sustainable staff motivation at the study area. Hence, it is expected that any organization that want to propel and compete with outside world need to give much priority to staff motivation as the only way by which their success can be guaranteed.

### **Conclusion and Recommendation**

Based on the findings above, it could be observed that motivation is a good predictor of staff performance in any organization, small, medium and big. It is on this basis that the study recommends as follows:

- i. That the company should prioritize their workers welfare as this is the only way to enhance their productivity, hence, the guarantee the success of the organization
- ii. Training and re training of staff should also be given adequate attention
- iii. Staff appraisal and promotion should be enhancing with full financial backing. It is expected that if all these are given attention, workers will put in their best in fulfilling the goals and objectives of the organization.

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