

Professional Trainer's Article By Mr. Andy Ng

Top 10 factors that motivate employees



Company : Asia Coaching Training
Mobile : (65) 8201-4347
Email : hpa88@singnet.com.sg
Telephone : (65) 6225-1784
Fax : (65) 6297-8355
Website : www.trainingcoachingasia.com

Business Coach, Consultant and Trainer, Andy is the founder cum Chairman of Asia Coaching Training. Andy Ng combines 22 years of corporate, entrepreneurial business, training and consulting experience, all with a great passion to help people to be more competitive and successful. Andy Ng graduates from NUS in 1988 and also holds a MBA from the Heriot-Watt University of UK (Year 2001).

Recently, a friend showed me the results of a survey of employees around the world. When it comes to what motivate staff to give their best at work, the following Top 10 motivating factors were identified:

1. Appreciation or recognition for a job well done
2. Being in the know about company matters
3. An understanding attitude from the management
4. Job security
5. Good wages
6. Interesting work
7. Career advancement opportunities
8. Loyalty from management
9. Good working conditions
10. Tactful discipline

It seems that in Singapore, not enough emphasis has been placed in these areas. Some of these factors are self-evident. However, some need elaboration to clarify what employees are really looking for and what business owners and managers can do to make these factors happen. If unsure, just drop me an e-mail and I'll answer them.

Appreciation or recognition for a job well done

Recognition is not only to make employees feel good about their work and accomplishments. That is only a by-product. We recognize and praise because we want **to reinforce** a particular effort or result that helps the business. **The more these specific behaviours are recognized, the more frequently an employee will repeat them. This is the other side of the coin of why we discipline employees.** It's because we want to discourage specific behaviours that do not add value to the business.

Being in the know about company matters

People want to feel that they are part of something bigger than just their job. It is the difference in coming to work in order to receive a paycheck or coming to work in order to help the organization be successful. Believing in something larger than the job is a key ingredient for employee engagement.



Professional Trainer's Article By Mr. Andy Ng

In short, people want to know where is the company going: is it going somewhere or nowhere? If somewhere, is the place DESIRABLE, ATTRACTIVE AND INSPIRING?

Being in the know in these areas not only helps employees feel informed; the information actually **helps them to make the best possible decisions in their daily activities**. Often, management would view an employee as making wrong decisions, when the truth is that the employee made the best possible decision based on the information he or she has.

An understanding attitude from the management

This factor filters down through factors 4 to 10. For instance, an understanding attitude should be reflected in the way an employee receives correction and discipline (tactful discipline). The same can be said for **displaying loyalty to your employees (loyalty from management)**.

In addition, making work interesting and planning a career path for them would demonstrate that a manager or supervisor has taken into consideration an individual employee's strengths and talents prior to assigning the work (interesting work, career advancement opportunities, good working conditions).

The true opportunity for every manager or supervisor in this area is actually in everyday conversation and interaction. It is during these times that an employee determines if you truly care and understand. Are you courteous, respectful and enthusiastic enough?

The key lies in how available you are when your staff encounters problems - not just work-related. How you approach work-life balance would determine how understanding an attitude you have towards your employees.

Good wages

As you can see, good wages isn't top but middle on the list. **Money is typically not a motivator at all. It becomes a real motivator only if an employee is not making enough money to meet his or her basic needs**. If this is the case, the employee will do what is necessary to survive.

Base compensation on performance, not seniority. **Pay people what the position and their performance is worth. Don't wait until they have received a better offer before you are willing to do that**. Give them the respect they deserve.

Ultimately, you should aim to provide more than just a paycheck to your employees. **If all your business means is a source of a paycheck, any comparable paying job will suffice**. Provide them with challenges, opportunities for development and advancement, recognition, prestige, and a place that they can feel proud to work at.