



جامعة الجميع الذكية
EVERYONE'S SMART UNIVERSITY

Everyone's Smart University
Project (Spring 2021)

Student Name	Marwan Zaid Alrefaie	اسم الطالب
Students I. D	2021201265	الرقم الجامعي

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1. Introduction

This section of the research has provided some knowledge about the specific motivational factors that may impact the job performance of the employees. this section provides the details into the impact of motivation on the job performance of the employees. Further, it explains the background study about the role of motivation on the job performance of the employees.

1.1. Research Background

There are always some factors that make the employees of the organization to go beyond the extra miles than their prescribed roles in the organization. Motivation is the combination of two forces the motive and action that results in the motivation and influence the internal and external factors of the individual in the organization and outside the organization. Some prior studies Pang & Lu (2018), Ghaffari, Shah, Burgoyne, Nazri & Salleh (2017) have provided the notion that the employee is more intrigued due to motivation factor than the capability and ability of the employee to increase the productivity of the firm. Therefore, researches De Sousa Sabbagha, Ledimo & Martins (2018), have guided to pay more attention to the job commitment of the employee that can be achieved through internal or external motivation of the employee at work. Therefore, there is need to determine which factors and determinants act in to improve the motivation of the employees.

1.2. Problem statement

There have been numerous studies Pang & Lu (2018), Ghaffari, Shah, Burgoyne, Nazri & Salleh (2017) have proclaimed the impact of motivation of employees on the job performance of the employees. The problem statement of the research is to find out the factors that impacts the motivation of the employees and leads to the enhanced job performance.

1.3. Aims and objectives

The aim of the study is to analyze the impact of motivation on the job performance of employees in the banking sector of the Saudi Arabia.

- To find out the factors that impact the motivation of the employees leading to the job performance of the employees at work
- To evaluate the results of the motivation on the employee performance of the employee in the banking sector of the Saudi Arabia

2. Literature Review

Motivation is the thing that inspires employees to work unintentionally. For this study the motivation is defined as the internal force that enables the individual to achieve personal and organizational goals. There are different theories that have backed the motivations of the employees such as Maslow's hierarchy of needs and theory X and theory Y.

2.1. Maslow's hierarchy of needs

The Maslow's hierarchy of needs explains that there are five needs of individual that should be fulfilled to motivate the employee and the satisfied need cannot motivate the employee for any longer. These five needs are psychological needs, safety needs, belongingness, Esteem, and Self-Actualization.

2.2. Herzberg's Motivation theory

As per the Herzberg's motivation theory, the job satisfaction and dissatisfaction is caused by two job factors which are Motivators, and Hygiene Factors. The motivation factors help to improve the job satisfaction of the employees while the hygiene factors tend to increase the dissatisfaction of the employees.

Motivators- Achievement, Recognition, Work, advancement and growth.

Hygiene Factors- Supervision, Company Policy, Working Condition, and Security, etc.

The studies AbdiMohamud, Ibrahim & Hussein (2017) have proclaimed that there are some factors that impact the employee motivation out which rewards and recognition are more crucial to increase the employee motivation that would further lead to the increased job performance of the employee.

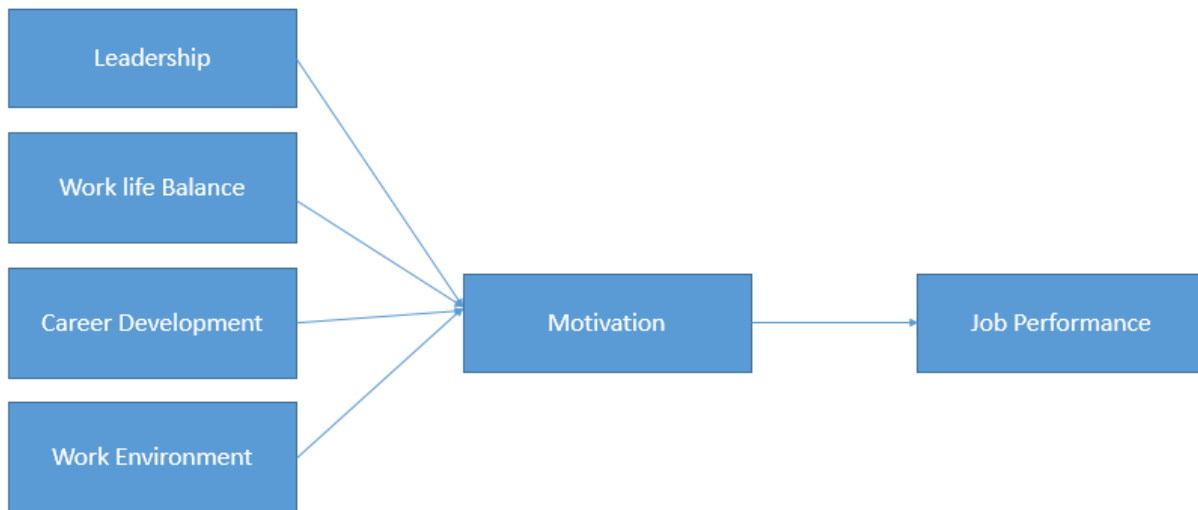
The Study of Khan, Ahmed, Paul & Kazmi (2017), have focused on the other factors such as development more fascinating than the monetary rewards. The career opportunity and personal developments often lead to increased motivation, hence performance of the employees more than 20% employees.

The prior works of the researchers have explained that 2 in 10 employees have praised the well managed work structure that increased the motivation hence the managers and leader's roles is also significant to improve the motivation of the employees.

Work environment (physical and non-physical Environment) is also one of the factor that improves the motivation of the employees at work hence increasing the job performance for the employees.

Providing the good work life balance also helps in motivating the employees when the employees are motivated, they are less likely to take leaves and improves the job performance of the employees.

2.3 Conceptual Framework



3. Methodology

Methodology of the research provides the guidance and direction to researcher to pathway for the research. The data for the research is collected using the secondary source of data collection where the data is collected through the scholar journals available at the Peer Group Reviews, Google Scholars, and Harvard Business Review Journals. Further, the online articles are also searched to get the relevant data. To keep the integrity of the data, and relevancy of the data have been maintained by gathering the data through the online web-based articles available at the Forbes, the guardian, the New York times, and CNBC news. The conceptual framework is developed using the content and literature gathered through these general articles and web-based articles.

4. Results and Conclusion

The literature review of the study has provided with some factors that impact motivation of the employees in the banking sector of the Saudi Arabia. There are three main factors that impact the

motivation of the employees in the banking sector which in returns increases the job performance of the employees. The one of the key factors of the employee motivation of the employee is the rewards and recognition that impacts the motivation of the employees. recognition in the banking sector impacts the motivation level of the employees as the monetary reward is not the pure motivational factor that leads to enhanced performance of the employees through the enhanced motivation. There are multiple rewards that may influence the motivation of the employees such as contingent rewards which are aligned with the high performance of the employees. The other key factor is the leadership that provides the well-defined work management and motivation to improve the job performance and personal development at the workspace in the banking sector. There is need of good leadership at the work that contributes to the self-management of the employees and relationship management which helps to contribute in the productivity of the employees at the work. The good leadership is one of the factors that has influence on the motivation of the employees in the banking sector of the Saudi Arabia. The good leader inspires the employees and keeps an eye on determinants that improves the loyalty and motivation of employees. Therefore, the good leader should provide credit where the credit is needed and influence the motivation of the employees through targeting the key points of the human motivation. The last and important factor is the development of the employee that employees see the career opportunity in the current setting of the job. Sometime employees are more motivated due to career opportunities than the monetary rewards.

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