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MASTER THESIS

MOTIVATION AND MANAGEMENT AT WORK

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ABSTRACT

The purpose of this paper is to give a clear description of the concepts and terms of motivation and management at work. Taking the essence of literature and various publications, efforts have been made to create a guideline with a coherent structure in relation to this study. The study of motivation and management of human resources has to do with the nature and regulation of the employment relation and is a field in which it contributes a variety of disciplines, especially sociology, psychology and industrial relations. A capable, supervised and motivated personnel to manage is a prerequisite for the development and well-functioning of public administration. Motivation and management is a hypothetical construct that is used to explain behavior; these should not be equivalent to it. Employees are very different from each other and their personal goals, or they say otherwise what they want them to achieve from their being and their work in the organization is diverse. It is the manager's duty to identify and understand individual differences and to help the staff meet all that they want from the organization.

INTRODUCTION

Motivation and management at work is the willingness of an individual who strives for achieving the goals of the organization by putting in the power a great deal of energy and effort, provided that these efforts will bring the fulfillment of the objectives. It is simply said that motivation is the driving force that makes people work to achieve their personal goals and organizations use it to achieve their goals. Motivation and management is defined as a psychological process conducting behaviors, a predisposition to behave in a timely manner, to meet specific and incomplete needs. Employees are very different from each other and their personal goals, or they say otherwise what they want them to achieve from their being and their work in the organization is diverse. It is the manager's duty to identify and understand individual differences and to help the staff to fulfill all that they want from the organization. It should be kept in mind that as well as many other processes, motivation cannot be seen. The only thing that is seen and evidenced is behavior.

Motivation and management at work is a hypothetical construct that is used to explain behavior; it should not be equivalent to it. In every organization, the most useless resource, but also most costly, are its people. The greatest potential for growth, productivity, performance, successes and benefits lies within the standard of everyday life and abilities of ordinary people. In this book, you will learn one of the most important management functions - the ability to motivate others to reach the top of their performance. You will learn how to use some of the best ideas discovered over the last fifty years to enable your people to contribute to the maximum for your organization. One of the things we know is that you cannot motivate other people, but you can remove the obstacles they stop to motivate yourself. As a manager, you can create employees an environment where the potential for self-motivation is natural and spontaneous.

Recommendations and conclusions

According to my analysis, we can conclude some conclusions on how the workers at work can be motivated and how to manage the manager at work as well:

1. Smile. Every day, when you see any person for the first time, smile at them. Look at the other person right in the open, silent and smiling, making it clear that you are happy to see them. To smile, it is needed simply to resemble 13 facial muscles, and to not smile, 112 muscles need to be changed. So, it's a lot easier to smile at people when you see them every day. That makes them feel happy and motivated.
2. Guide the people. Speak to them; ask questions about health, how they are doing today and how they are doing in general. When expressing a sincere interest to other people, this makes them feel valued, respected and important. They will feel good in self-esteem and will love to please you, doing a better job.
3. Listen to them. Listen to the people when they talk to you. When you listen to them closely and without interruption, it makes them feel appreciated and elevate their self-esteem. In fact, when the boss is listening to someone else's attention, the hormone of the endorphins is obtained from the brain of the other, which makes the person feel happier and better with themselves. When you are listening to another person, do not forget to confess with your head, smile and listen carefully. Show that anything that the person says is very important and of great interest to you. Active listening will only take a few moments per day, but it exerts a powerful positive effect in the way people do their job.
4. Be kind. Always be kind and respectful when talking to your staff members. Treat them as if they were talented, intelligent and perfect people. Listen and look at them, as if there was nothing else in the world that interests you more than those in those moments.
5. Say, "Thank them." For whatever your people do, either small or large, thank them wholeheartedly. Thank them for coming to the time set in the meeting, thank them for the successful completion of a task, for any information you provide, and for everything else you do when it is part of their job. Expressing appreciation to other people, thanking them for what they have done or said, is another way to make them feel valued and important.
6. Keep people informed. Keep them fully informed about the situation of the company, business, and especially for anything that is happening and that could affect the work and

the guarantee of their work. Most satisfied employees in each organization report that they feel that they are part of the company that are "aware" or are well-informed of everything that is happening around, which in this or that affects the work of them.

7. Encourage ongoing improvements. Encourage people to come to you with an idea of how they can do the job better, or how they can improve the company in any way. After the Second World War, Japan rebuilt their country's economy under the Kaizen system, which we can say differently with the expression: "continuous improvement". They are encouraged to work at every level of work to try to make small and big improvements in what they can see in the direct line of their work. When you practice these ideas, and use them as a guide to how you will treat your co-workers, you will be surprised to see how much more fruitful you will be and how much more your team will improve. Your ability to motivate, inspire, and highlight the best performance of people entrusted to you will determine more than any other factor your success as a manager in the direction of the work.