Motivation and Staff Performance In an Organization (A Case Study of Dutse Local Government)

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APPROVAL PAGE

This research project has been read and approved as having met the requirement for the award of advanced diploma in public administration of Jigawa State Polytechnic, College of Business and Management Studies, Dutse

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PROJECT SUPERVISOR

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Sign & Date

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HEAD OF DEPARTMENT

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Sign & Date

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EXTERNAL EXAMINER

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Sign & Date

DEDICATION

This project is dedicated to my parent, brothers and sisters, friends and well wishes who assisted in one way or the other to make this research successfully.

ACKNOWLEDGMENT

My gratitude goes to almighty Allah who gave me an opportunity to write this research project.

I would also register my gratitude and appreciation to my project supervisor in person of Mal. Gambo Uba whose guidance facilitated the successfully completion of this scheduled work.

Mention must be made my parents, Aisha Yusuf, Isah Idris, Hamidan Muhammad, Ado Yusuf, Sakinat Abdullahi and my brothers and sisters Auwal Isah, Salisu Isah, Hauwa Isah, Halima Isah, Abubakar Isah, Amina Isah,, Abdullahi Isah, Abdullahi Mati, Ummi Yahaya, hadiza Yahaya, Mainumat Yahaya, Bilkisu Yahaya Idris Yahaya forte note with Mal. Gambo Uba, Mal. Alhasan Ikiri, Mal. Muhamud, Mal. Umar Auwal, Sanimu Garu and Mal. Muhammad Junaidu and rest.

And also my special thanks goes to entire staff Jigawa state polytechnic.

CERTIFICATION

This is to certify that, I Sani Isah carried out the whole research work under the strick supervisor, this research work is the original in nature and I did not copy if from other persons work. All quotation and citation have been duly acknowledge and I bear responsibility for any mistake found here in.

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CHAPTER ONE

1.0 INTRODUCTION

An organization has a goal which can only be achieve by the effort of the people who in the organization. Individual people also have their own goals in life;- and these are likely to be different from those of the organization to supervisors and management is the problem of getting employers to goals. In another way; employee must be motivated. One of that of motivating works to perform assigned took to meet on support predetermined standard.

Managers within companies or organizations' are primarily responsible to ensure the tasks or job is done through employees in the right way. To achieve this, these managers must ensure that they have a competent personnel department for the recruitment of the best employees that are capable to the job. For the company to optimize employees performance there is need for the employees to be sufficiently motivated. Therefore, motivation in the theory and practice becomes a difficult subject touching on several disciplines. Although a lot of scholarly research has been written on motivation,

this subject is not clearly understood and more often they not poorly practiced. On this score, to best understand how motivation can impact on employee's performance one must understand human nature. In as much a motivation impacts on employee's performance, there is need to blend the appropriate motivational tools with effective management and leadership to achieve this goal.

1.1 BACK`GROUND OF THE STUDY

Motivating is the energizing the efforts that indicate or compels and maintain the behavior. Human behavior is motivated, it is a goal directed motivation so also donated this human satisfaction since human behavior depends on some basic needs in life. Motivation is a very important element to every worker be it private or public sector. Motivation all can also be referred to as an incentive given to every worker be it private or public sector. Motivation is a very important element to every worker be it private or public sector. Motivation call can also be referred to as an incentive given to employees to enable them carry out their assigned duties efficiency. Abraham Maslow

(1908) postulated in his theory of hierarchy of human need identifies these are: -

i.   The psychological needs safety needs

ii.   The needs for belonging and love hygiene are missing relate to job rather than job content.

1.2   STATEMENT OF RESEARCH PROBLEMS

No organization can expect high and efficient performance, from its worker without good package of motivation. Motivation therefore plays on important roles on the progress an survival of any organization to problem to be stated in any organization to others like NEPA NNPC etc. many of the workers apparent that motivation of staff is the responsibility of the personal department but due to ow our negligence as compared to the priority given to their function. Manager should focus their attention on motivation no matter how manager plans or control his organization objectives, he bill not achieve remark able, result unless more attention is given to motivation process.

1.3 RESEARCH OBJECTIVE

The primary objective of this study is intended to find out why staffs are and what are the result of such motivation four (4) esteem need (ego) five (5) self actualization or self fulfillment motivation on the other hand refers ways ungress aspiration desire and the need for human being to control or explain their behavior being to control or explain their behaviors. It is anything that can make people to charge their behaviors. It is anything that can make people to change their behavioral parent towards the performance of their duties. Herzberg research stands to find a two-factor explanation of motivation which seek to explain what cause people to act as they do the factor indicated in their response were classified either as motivator or a hygiene factors, which are primarily related to the environment in which work is performed their salary (pay) policy working conditions inter personal relations with superior co-workers and subordination good supervision. All these are in first group classification in the second group classification Herzberg listed certain satisfies" which are primarily related to the nature of the work itself.

The existence of those factor yields. Feeling to satisfaction they give high positive attitude towards the job which in the case of first group called "maintenance" or hygiene factors that their presence will not lack will only produce dissatisfaction hence motivation will not be effective, it also the research intend to find.

1.4 SCOPE AND LIMITATION

The research intended to limit his research work on our government organization or parrastatals within the domin of the Jigawa State. The research work is doing to be conducted on well known organization named Dutse Local Government. The research, is limited there due to the time constrain and financial problems will not permit us to extend the research to all other organization within the state. As a student it might have been problems for me because we may spend a life time doing the research and perhaps might not be completed at the right time. Our the relationship between the worker and the motivations how it affect the state on their official duty. It also aimed finding to what extent staffs are motivated and how motivated is also subjected to the solution of the question why

motivation is important in an organization: there are some debaters as to what is the actual effect of improved motivation system, are motivated efficiency, or quality? But it has become widely accepted that motivation is to the organization because:

i. It ensure proper utilization of human resources in the organization

ii. It help in co-ordination of materials resources ensuring employee and organizational objectives

iii. It aims at achieving productivity efficiency and justice in an organization.

1.5 RESEARCH HYPOTHESIS/SCOPE & LIMITATION

Hypothesis is a tentative statement about relationship that exists between two or more variable and therefore need to be tested and subsequently accepted or projected hypothesis is only a question, because the relationship may not exist as stated all. Hypothesis are often question are not the hypothesis rather they saw as the variable of the hypothesis DUTSE LOCAL GOVERNMENT As an organization

within the state have been in air to achieve a worker and this could be done through the effort of the people in the organization. The workers in this organization could used as sample for me interring their behavioral pattern towards the performance of the duties and thus could be a representative effect to the other workers in different organization even through different people have different people.

1.6 SIGNIFICANT OF THE STUDY

The research project finding will be of more benefit to anybody who need to know how motivation is vital towards effective and efficient performances of staff in any goals orient organization. It could be of importance to student who need to know more on motivation. However this project will also be useful to workers in both public and private sector who are not aware of the important of motivation, which is the catalyst in stimulating human behavior at work.

CHAPTER TWO

2.0 INTRODUCTION

This is the purchase of acceptance of common goal from the individual worker. Acceptance of the goal of the organization in bringing an affirmative reward.

This is an old method of motivate and one that continue to enjoy larger acceptance in organization. Considerably amount of research championed by Edward E. lawyer confirms that compensation has an important influence an behavior, which lead to organization effectiveness its quit true to say that reward cannot be isolated, from productivity.

Compensation in the term of pay bonuses fringe benefit, and welfare services etc. are very important to an individual it does not only enable him satisfy his materials need and gives him a feeling of security; but it is also seen as a mark of esteem as well as providing opportunities engage in activities which are automously directional and independent of the work organization. After all, people retired of some age and may wish to set up a business of their own. A very

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good example of an organization that employee that methods in the banking industry the central theme of this project is a promotion a tools for employees productivity at Dutse local government; the project started by bringing what the whole project aimed at assessing and difficulties confronted these was deify with but on brief with the inductor.

2.1 LITERATURE REVIEW

The oxford advance leaner's dictionary define motivation, as the process of stimulating the interest of something. The third mere international dictionary define motivation as the act or process of

Providing power from within the persons which in cite him to action.

Motivation is also an energizing force that indicated when we say that

Motivation a person' we are saying that we have provided some external Stimulates which starts this voluntary process and incites the individual to action may be sort list may last using. It is easy to motivate an individual. Motivation is also staffing function not only includes putting right men on right job, but it also comprise of

motivational program i.e. inscriptive plans to be freed from further participation and employment of employees in a concern.

Therefore, all types of incentive plans becomes an integral part of staffing function.

For success of motivational effort depends on the extent to which the motivation meets the needs of the individual employees from whom it is independent, motivation is an internal psychological process whose presence in enforce from observed performance motivated behavior has three (3) basic.

i.   It is a goals directed it seer to activities and objectives

ii. It is sustained:- it maintained along him until satisfied

iii. It result felt ne urge conversely on satisfied motivation.

What makes a motivate staff? This is enormous in scope one country to ensure it has difficult in working where to begin. It is true that most of that people who successfully run their own business some researches while conducting their researchers bring about motivation process:

Which could be adopted motivation process; which could be adopted in an organization in which they said that creates tension in the individual who move is a certain direction in order to achieve the desired which reduces the tension. A satisfied need does not motivate, conversely on unsatisfied need motivation.

Need	Tension motivation behavior	Goal oriented behavior reduction

The process start with preserved need that a tension is created which start the motivation then there is move toward then the realization of need goals oriented behavior.

As soon as the need is satisfied the tension relaxes. To motivate an employee or staff management must create a real imagine need for the employee to aspire. A real could be a desire to achieve through a promotion increase, in wages or enjoyment of increasing organization, furious such as company could be to executive to make secretary; have someone to carry his brief case upstairs have some run into the office at sound of ball or visitors fill papers before they

enter into his office. It is worthy of nothing the terms need. Desired aspiration and during are used interchangeable since every employees has need, he is capable of being motivated. The task of management is to determine what are the valued of need that are to make this reaction according to organizational desire success has turned out to be what psychologist call the need for achievement the desire to do something better or more efficient than it has been done before.

According to David C.M.C Milla who described psychology of Harvard university, We described in tension the following factors that motivate employees that to work efficiently. They include challenging job. This allows feeling of achievement, responsibility, growth, achievement enjoyment of work itself and earned recognition.

He also listed his factors which dissatisfied workers such as lighting coffee, break titles, seniority, right wages does staff become dissatisfied? The answer is that when opportunity for a meaningful achievement is eliminated and they become satisfied to their environments and to find fault.

In every crimei no matter how trival, the police try to establish the motive very clearly and that helps them evaluate the crime. Similarly in the work place The leaders who wants his follows achieve on objective must be provide a motive for the behavior he wants. He must hold out the promise of reward once the detective is achieved. Any behavior which is perceive to be rewarded will tend to be repeated where as behavior which goes unrewarded or is punished will tend to be extinguished.

The question which comes mind therefore is what specific rewards to people seek in life? What satisfied people wants, need have been categorized under two headings, the first primary originate need which include, food, cloths, water, rest to get rid of fatigue and so on these are called psychological needs and their gratification as necessary for survival of the human being or organism. Secondary or acquired needs depend on our experiences and they differ greatly from person to person from to another group and from culture to another culture. this includes socials needs affections estimates and egoistic needs such as self significant self accomplishment;

acquisition or possession etc. apply scientific approach to study the factor which affect human productivity at the work place.

Due to the high level of economic development in America and Europe which follow the end of second world war resulted in the labour shortage and high coast. Both employees and the employers together with the academic become concerned with the problems, of proper utilization of people on jobs, and the better employees morals. An interview was conducted in 1962 by Mr. M. scott Myer on workers concerning motivational situation which discharging their duties following the result extracted from the interview as the answer.

THE MANUFACTURING SUPERVISOR FAVOURABLE

In 1961 was asked to take over a job which though impossible. We did not taxes industries could ship what had been promise.

I was told would be acceptable but we scope the entire order, they have confidence in me to think I would do job. I am happier pregnancy.

THE MANUFACTURING SUPERVISOR UNFAVOURABLE

In the fall of 1958 I was disagree with supervisor we were discussing how many of a unit to manufacture area and I told him I thought we should not make too many; He said I don't ask for your option. We will do what I want I was shocked as I didn't realize he had this kind of personality, it ought me in bad with my supervisor and I resented it because he didn't consider my opinion important.

Above has shown clearly how an employee reacting to motivational factors whether favorable or unfavorable, and this is what will determine his success or failure in the organization is of utmost importance to state the following motivational producer.

a. Motivation: - strength related to the supervisor style of immediate boss "development" supervisor stimulate motivation "reduction" supervisor in habit motivation.

b. Motivation of the manager is strongest when he is realize his potential is becoming what he has the capability and desire to become.

c. Motivation is highest among top managers furthermore at the early research who postulated theories on motivation; the works of psychologist Maslow and Herzberg stand out. The other theories of motivation includes the work of top dough Macgregor theory Y: potter and lower and equity theory but to mention equity theory but to mention few".

ACCORDING TO MACGREGOR THEORY Y ASSUMPTION

❖ The expenditure of physical and mental effort in work is as natural as play or rest.

❖ Control and punishment are not the only ways to make people work, plan will direct himself if he is committed to the aims of the organization.

❖ If a job is satisfying then the result will be commitment to the organization.

❖ The average man loans, under proper conditions, not only to accept but to seek responsibility.

❖ Imagination, creativity, and ingenuity can be used to solve works problem by a large number of employees.

❖ Under the condition of modern industrial life, the intellectual potentialities of the courage are only partially utilized.

COMMENTS ON THEORY Y. ASSUMPTION

In the human site of enterprise McGregor shows how theory y effects the management of promotions and salaries and the development of effective managers. McGregor also sees theory y as conductive to participate problem solving.

It is part of the manager's job to exercise authority and they are cases in which this is the only method of achieving the desired results because subordinates do not agree that the ends are desirable.

However, in situation where it is possible to obtain commitment, to objectives it is better to explain the matter fully so that employees grasp the purpose of an actions they will then exert self-direction and control to do better work-quite possibly by better methods- then if they had simply been carrying out an order which the y did not fully understand. The situation in which employees can be consulted is one where the individuals are emotionally mature, and positively, motivated towards their work; where the work is sufficiently responsibly to allow for

flexibility and where the employee can see her or his own position in the management hierarchy. If these conditions are present managers hierarchy. If these conditions are present, managers will find that the participative approach to problem solving leads to much improved result approach of handling out authorization orders.

Once management becomes persuaded that is under estimating the potential of its human resources, and accepts the knowledge giving by social science researcher and displayed in theory y assumptions, then it an invest time, money and affect in developing improved applications of theory.

ACCORDING TO THE ABRAHAM

Abraham Maslow (1908) according to his hierarchy of needs theory started that individual motivated to engage in behaviors which fulfill the needs man is basically a working animal. His life style is basically directed to work a satisfaction of his various want. As each wants satisfied new wants arise. There is a needs basic to the existence of life through a serious of level to the pursuit of satisfaction or higher

intellectual social and cultural flames Maslow organized his categories into a hierarchy of important or pyramid structure.

a. Psychological needs
b. Safety
c. Social needs
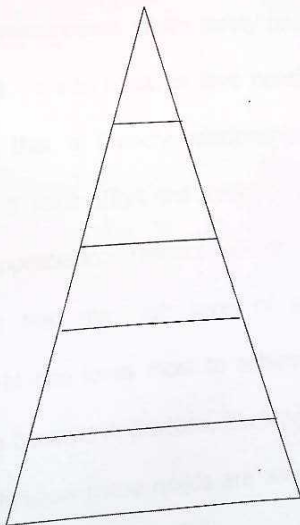d. Esteem need
e. Self actualization need.

Psychological needs

Safety

Social needs

Esteem need

Self actualization need.

The first needs are primarily ones which are essential to biological survival and subsequent three a secondary needs which motivates people to achieved higher goals. The principle of the hierarchy of need simply implies that the first most important need of individual which will motivate the individual to action are the psychological needs which are essentially to biological survival such as food and water when the above are clearly for man request safety and security in order to safe guard what has already been accomplished. This takes the form of not only somewhere to live but also a stable non-hostile environment. When safety and security needs are satisfied priority again suit ches to social or love needs in a widest sense than become a apparent that is friendly relationship with other people leading to co-operation; in joint effort the cycle continues with esteem need; nep for status appreciation respect power etc. and then self actualization need which had the high level of self actualization or fulfillment need to do what one loves most to achieved, one potential to become what one want to become in practice, each need does not have to switches to the next. To Maslow these needs are arrange in hierarchy i.e.

human still need to satisfy their needs in that order to lower his level of needs, thus safety needs can include behavior e.g. starving person will first be motivated to find one only after eating will be attempts to build a shelter. However it is important to realize as Maslow acknowledgement need does not have to be totally satisfied before the next higher level begin to influence behavior.

Thus the levels to the hierarchy are not discrete steps for example. People security needs are assured and often even before physiological needs are assured and often even before physiological need are worthy satisfied in the other words; one given needs may predominate, a person may simultaneously be motivated by more than one need in our society the physiological and safety need play a relative minor role for most people only the several deprived and high capped are dominated, for organizational theorist is higher order needs should be better motivated than lower order ones. These facts seem to be supported by survey; which ask employees what motivate them on the job. In sum as a manager you need to carefully observe your subordinates behavior to determine as best

you cannot assume are: because these needs changes over time: you cannot assume that a technique that once worked will continue to work.

Also different people want different things and manager sensitive to that, more over; be the late 1980s.

FREDERICK HERZBERG: - did a study in which he ask two certified accountants what factors at work satisfied them most, the factor indicate in the responses were classified either and motivators or a hygiene in which works in performed they are: -

- Salary pay
- Company policy
- Working condition
- Improved supervision and leadership
- Interpersonal relations with supervisor co-worker and subordinates.

The motivators the other hand are primarily related to the nature of the work itself they are: -

- Achievement
- Advancement

- Recognition
- Nature of work itself

According to Herzberg, hygiene factors result dissatisfaction is they are not present or are inadequate if they are adequate however they do not induce motivation or give satisfaction. In contrast. If the motivators are absent they do not result in dissatisfaction.

If adequate: motivators are the factors responsible, for motivating workers and assuming jobs satisfaction the hygiene corresponds to the psychological, safety and security and social needs Maslow the work will exert. Increase in the other hand feels that the hygiene come into play only when the worker perceive them as unfair or in adequate Herzberg work has been criticized by other researchers because given factor can cause job dissatisfaction for one person and job satisfaction for other person and vice-versa; therefore, either hygiene factor or motivators can be sources in motivation for people in views of that; the following recruitment of a good system of motivation.

i. Subordinates must be inducted to work more

ii. It good management system must be comprehensive in providing for the satisfaction of our needs.

iii. The system must be flexible and given room for initiatives.

iv. Provision must be made for financial opportunities for particular personnel freedom e.g. those who have share in the company.

v. Security is a very important element it means more than the promise of a job and wages a recent shown that if people know the situation in their industries i.e. where they stood relation to the firm and if more information ware made available by manager moral would be higher however, the confidence of workers must be worn by the managements; one important factor to note is that right environment and conducive atmosphere should be given to workers to create right environment physiological climate e.g. equitable arrangement of works flow; respond heating lighting and well ventilate on environment etc. the question comes to mind that how can one apply Herzberg motivation among the workers the answer is that atmosphere must be created where employees can satisfy, their higher order needs; some of the leadership; practice that constitute such as atmosphere are

delegation of responsibilities and authority job, training enrichment, full utilization of employees skill and establishment of an atmosphere of approval towards subordinate, granting of earned pay increase and promotion when deserve motivation seekers who are motivated by the nature often work itself have higher tolerance for poor hygiene factors and shown capacity to enjoy their work Another psychologist of equity the other.

Poster and lower: - stated that individuals subjectively determine the ration of reward received effort expand and compare this to that of the other people doing similar work. If the comprises indicated in balance in equity the other person per sieved as obtaining great reward for equivalent effort and the individual will experience psychological tension. As a result; the individual will be motivated to reduce; the tension restore a state of balance (equity). If employee perceived the exchange (reward) to be equitable they are likely to try to reduce the inequities by seeking a far increase by reducing contribution or their appearing the inequity through the grievance process. If on the other hand, that is if they are being over paid may seek to reduce the in

equity; by increasing productivity according to peter and lower, the major cause of (motive) leading to performance and satisfaction is the degree of equity or inequity. The employer perceive in the work place to them performance depends on an individual effort; ability traits and the persons perceptive DP his or her role they concluded the performance lead satisfaction. This contrary to what manager believed that satisfaction leads to performance if happy, worker is a performance worker which is not true. However, in order to obtain particular kind of performance from employees, one must inform them of the connection between performance and reward.

One must learn their expectancy and vacancies individual motivation force can be increase through supportive through performance appraisal discussion.

RELATIONSHIP BETWEEN MOTIVATION JOB PERFORMANCE AND JOB SATISFACTION

Adoptive organization should increase motivation as the job of the personnel manager has centered around people needs while working in the organization.

He must first of all recognize what these needs are and then identify the ways in which work in organization, promotes frustrate their fulfillment he can direct his effort toward methods of furthering job satisfactions and remove frustration. Frustration is the resist of tension arising in a work place through dissatisfaction with the job concerned; the physical condition or the people working there. It has an obvious link with low morale, in individual is indicated by people's willingness to work then their frustrations is show by an unwillingness to work. Effective motivation of employee result to high or increase job performance on the other hand satisfaction means looking at the individual needs at the work and the extends to which they are being meet but these must be done realistically and a set against 9them pressure and restrains which bear on the organization itself and which may prevent from providing maximum job satisfaction modern behavioral science theory work if they are offered opportunities for personnel development by extending their capacities and responsibilities backed with positive managerial support and understanding if work is made more satisfying for individual employees them an atmosphere, can be created which lead to great

flexibility introducing necessary changers which will enable human resources to be used more effectively and will thus improve staff performance.

2.2 DEFINITION AND CONCEPT

Motivation: - this refers to the energizing force that indicates or complete and maintain human behavior. It also means eager and willingness to do it by an individual.

And it also could be described as a process through which managers encourage employees to be productive and effective. It involves ways in which managers, promote productivity in their employees. Motivation actually described the level of desire employees feel to perform, regardless of their level of happiness.

Staff: - this means to provide the workers for an organization to run the activities of an organization which depend upon qualification and specialization of an employees.

Organization: - means any organization bodies, of persons with human common goals or efforts to achieve.

Dutse: - is a local government area or is one of the local government in Jigawa state that protects the interest of the people within Dutse local government.

2.3 HISTORICAL BACKGROUND

Brief history of Dutse, Dutse in English simple means ROCK the local government therefore got its name from natural physical creature, the total land of this administration unit is "1890" square and a population figure 3,348,649 people based on 2006 population census station in south eastern corner of old kano state.

Dutse was a distract of the defund kano town east administration area capital at Birnin Kudu.

Today it is a fully pledge local and state capital since the year 1976 local government reform created by late general Murtala a Muhammad and creation of General Ibrahim Badamasi Babangida around the year of 1991 in 1996, Dutse and historically the emergence of Dutse up with establishment of a Habatgestic rule in the first half of the eighteen century the first habirivers there one old man ruled for society in (1972-1977). However, Haba rule was terminated by the break of Sokoto final

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in 1804 the first rulers Salihi Dan Malan ruled throughout the Jihad period the former districts head of Dutse Sarki Alhaji Nuhu Muhammad Sunusi is the eighteen and present Emir.

In terms of culture people of Dutse 95% practicing Hausa Fulani in their traditional aspect while 5% others languages in the country majority people of the area were Muslim and they survive from their traditional food in Dutse normally they use (Tuwo), (Fura da (Nono) and others. While in the traditional dressing they wear big gown, agwada, and captan etc.

Farming: - situated savannah region majority of the people in Dutse are deeply involved in agricultural moderate rainfall and land dray season and the resource fullness of the farmers, again the most important crops grown are millet and groundnut, beans, maize, etc. large quantity of grains production in a year is the secret behind the population of Shuwarin market feeds grains to such neighboring states as yobe, kano, Maiduguri and Gombe.

Introduction potentials: - Dutse local government has a high industrial potential capable of serving the needs of both its people and

Nigeria as its geographical Dictor query industries would find profitable and economically wish to exploit the raw materials resources the local government offers the larger deposited of line store a Dutse Takur and Kachi are good example as historical potentials of the local government to provide the required raw materials for construction industrials presently there, some local industrials called small scale industries such as block making industries, bakery industries, price thrashing mills, a melting pot etc. operating successfully now in the area.

Limitation: - the resources are limited to concentrate on Dutse local government of Jigawa State the resources are going to look on organization. And also the research will show the concentration giving by the personnel in organization to grown. However; due to the constrain non availability of sufficient literature and lack of enough co-operation from manager in discussing on some important factors that are important to the researcher work is limited through research finding.

3.0 RESEARCH MYTHOLOGY

3.1 INTRODUCTION

This chapter highlights the mythology or research design adopted by this study, the sampling technique and method of data collection.

3.2 MYTHOLOGY RESEARCH DESIGN

Methodology is a procedure followed by a research to make investigation on the research topic he/she is studying.

According to Wikipedia (2003), methodology can be defined as a analysis of the principle of methods, rules and postulates employed by a discipline. It goes further to state that, it is systematic study of methods that are, can be or have been applied within a discipline.

According to Asika (2006), research methodology, otherwise research design, means the act of structuring an investigation aimed at identifying variable and their relationship to one another. The oxford advanced learners dictionary (7th edition) defined research methodology as a set of method and principle used to performed a particular activity. While winner and Domink (2000), offered a

concise definition of research methodology as the ay data will be collected and analyzed in a research work.

The methodology employed in this work is survey methodology. It is a social science method of gathering data from a sample through several technique like questionnaires, interview etc.

According Ezeah (2004), survey method can be defined as a research design that enables a researcher to have an idea of a large population at one point in time.

Survey involves asking a sample of a population a number of question and recording the answers for subsequent analysis.

Chukuemeka (2002), states that, "survey refers to investigation into a phenomenon or events that exist or occur at the time of the research and connected with same problem situation that is felt over a wide area by a large population. It is a type of research that is carried out over a wide area with interview to ascertain what exists at the time of the research in their natural setting.

The aim of using this method is, it is the best method to be used while studying large population that cannot be or is too large to observe directly.

3.3 POPULATION OF THE STUDY

In every research ability, population is always put into consideration. The population is often referred to as the universe.

Ezeah (2004), defines population as the totality of all persons or objects or issues that are affected by a study. Leeday (1976) in Musa (2001), states that, "the population of a study refers to the entire group of people, object or events all having one characteristic in common by which a researcher is expected to conduct his research among them. "while Chukuemeka (2002), define population as the estimate and inanimate thing on which a study is focused.

Therefore, as far as this research concern, it population cover all the people living in Dutse metropolis which are estimated to 4,348,649 are the population of Dutse local government area.

3.4 SAMPLE

When a study entails a large population, all cannot be studied. This is the basis for selecting s sample. Thus, a sample according to Ezeah (2004), "is a portion of the population that is studies. It is a smallest group of elements drawn through a defined procedure from a specific population. "Asika (2006), stated that "a sample is a small group of elements drawn through a definite procedure from a specific population the sample size of this is 20.

3.5 SAMPLE TECHNIQUE

Considering the purpose, as well as the population of this study, probability sampling would be employed as a sapling technique. Probability sampling according to Ujo (2004), "is a technique in which a sample is selected according to mathematical guidelines by each units chance of selection in vividly known".

Cluster sampling was used to draw the sample of this study. Cluster or area sampling is where the population is divided into unit. Or section with distinct boundaries. Then, using sample random sampling, a specified number of these units or section was drawn.

3.6 METHOD OF DATA COLLECTION

Using study employed questionnaire (as one of the different tool of collecting data in survey research, to collect information from the sampled respondents.

3.7 METHOD OF DATA ANALYSIS

This study intends to organize data according to the questionnaires in the questionnaire administered. In the analysis of data tables will be used to present the findings based on the questions asked. The analysis will be based on the finding from the respondent using figures and percentage.

CHAPTER FOUR

4.0 RESEARCH METHODOLOGY

This aspect will be based on the conduction of an interview with the employees and the use of questionnaires. The essence of distributing the questionnaire is to know individual view on the nature and how the organization motivates them and are they satisfied or not? The data collected from the respondent will serve as a tools for depending to research hypothesis which will hurt and what extent could the hypothesis will he adopted or rejected and this will be drawn at the conclusion.

However, this research is depend upon the following given hypothesis and it can accepted or rejected but this, we come later at the next chapter after the questionnaire is been distributed to the respondents where their view would be analyzed an interpreter.

i.   Motivation is necessary tools for the achievement of an organizational goals and objective.

ii.   The level of determined by the magnitude of the motivation provide by the management.

iii. There are diverse motivates in individual workers; the more attention given to workers motivation the more the workers given up the best performance.

iv. The magnitude of motivation determines the level efficiencies of workers in any organization.

4.1 INTRODUCTION

This aspect will be based on the finding and interpretation of the data collected from the questionnaires.

The purpose of distributing the questionnaires to the workers is to enable us to know the individual view on this subject matter of this research work, which is motivation with the particular reference to salaries, wages, promotion performance be benefits and other incentives the hypothesis would be descriptive and statistical in natural percentage to tabulation and frequencies will be employed to know the finding of the results.

The data used have been obtained from the interview, observation and questionnaires.

4.2 DATA FINDING AND ANALYSIS

During the data collection process series of interview observation were made with the employers, employees, of the staff gave their own view on the topic motivation.

The interview arranged from the senior staff candre and junior one the interview was conducted during, leisure time that is to say when both workers are freely doing nothings, the managing director who has the motivation is very crucial to the management has spread its tentacles to the both senior staff and junior of the organization the other senior staff held different opinion in this issues they disclosed that the motivation program is badly managed by the management of the organizations, they emphasized that the management should improved junior staff relationship and bridge the gap between management and other senior and junior workers.

Majority of the junior staff members see the motivation program nothing when it comes to incentive, attraction salaries/wages as in other organization, complained bitterly that the voucher on overtime and claim are faulty. Thus majority of them are clerks the desire to

quite their job for better one's because by the management. During this period of interview information were also gathered through written document such as workers vouchers, files letters writing by employment over their ways.

4.3 QUESTIONNAIRE

Forty questionnaire were distributed to the workers, and I was only able to collect back twenty (20) well twenty (20) well respondents the analysis would, be divided into personnel data of the respondents and this include six age married status staff cader etc. also the respondents activities on the subject matter that suggestion and comment received.

Section 1

PERSONAL DATA OF RESPONDENT

From the below respondent as shown in table 4.2.1 75% of our sample subject are male while 25% are female.

TABLE 4.2.1 SEX OF RESPONDENT

SEX	FREQUENCY	PERCENTAGE %
Male	15	75%
Female	5	25%
Total	20	100%

Source: questionnaire survey.

From the below table 4.2.2 it shown that the 15% of our respondent are below 25% years, 23-6% are between 25-30 years, 100% within 30-35 years, 40-0% fall among the age of 35 to 40 years while 10-0 also 50 years and above, it could be that those at 35-40 years are majority in the organization.

Table 4.2.2 age distribution of respondent

AGE	FREQUENCY	PERCENTAGE %
Below 25 years	3	15%
25-30 years	5	25%
30-35 years	2	10%
35-40 years	8	40%

Above 50 years	2	10%
Total	20	100%

Source: questionnaire survey.

Table 4.2.3 below shows that 40.0% respondents are married while 60.0% of them are single. It could be deducted that those who are ready, to put them best and are committed to their job.

TABLE 4.2.3 MARITAL STATUS

STATUS	FREQUENCY	PERCENTAGE %
Married	8	40%
Single	12	60%
Total	20	100%

Source: questionnaire survey.

In the table below 4.2.4 it shows that majority of the employees are the junior staff who do the most tedious job while 35% below the senior staff.

TABLE 4.2.4 STAFF CODE

STATUS	FREQUENCY	PERCENTAGE %
Junior	13	65%
Senior	7	35%
Total	20	100%

Source: questionnaire survey.

TABLE 4.2.5 TYPE OF APPOINTMENT

RESPONSE	FREQUENCY	PERCENTAGE %
Permanent	0	100%
Appointment	20	0%
Contact appointment	0	0%
Total	20	100%

Source: questionnaire survey.

The below table 4.2.6 reveal that those who posses diploma are larger in number followed by the secondary school certificate holder at the end.

TABLE 4.2.6 QUALIFICATION OF RESPONSE

QUALIFICATION	FREQUENCY	PERCENTAGE %
Secondary certificate	7	35%
Diploma/HND	10	50%
University graduate	3	15%
Total	20	100%

Source: questionnaire survey.

The table below shows that 50% of the employees they are average and are not full with their basis needs. Which 25% represent those are very sufficient and they belong to the staff cadge.

TABLE 4.2.7 IS YOUR PAY PACKAGES SUFFICIENT TO MEET YOUR BASIC NEEDS

RESPONSE	FREQUENCY	PERCENTAGE %
Sufficient	5	25.0%
Very sufficient	5	25.0%
Average sufficient	10	50.0%
Total	20	100%

Source: questionnaire survey.

From the below table it was observed that 75% of the total respondents are not satisfied with the methods or policies adopted by the management.

TABLE 4.2.8 YOU SATISFIED WITH THE METHODS OF POLICIES ADOPTED BY THE MANAGEMENT

RESPONSE	FREQUENCY	PERCENTAGE %
Very satisfactory	0	0%
Satisfactory	5	25%
Poor	15	75%
Total	20	100%

Source: questionnaire survey.

The below table shows clearly that all the respondents admit, that there performance is contributing immensely to the organization daily works.

TABLE 4.2.9 HAVE YOU RECEIVED ANY PROMOTION AT ALL ON YOUR JOB?

RESPONSE	FREQUENCY	PERCENTAGE %
Yes	16	80%
No	4	20%
Total	20	100%

Source: questionnaire survey.

The table below 4.2.10 shows that 75.0% percent of the staff are affected by the management adequate while 25.0% percent are not affected and belong to senior staff cadge.

TABLE 4.2.10 DOES THE MANAGEMENT INADEQUATE COMPOSITION YOUR ATTITUDE WORK?

RESPONSE	FREQUENCY	PERCENTAGE %
Yes	16	80%
No	40	20%
Total	20	100%

Source: questionnaire survey.

Table below 4.2.11 indicate that 65.0% responds negative feel dissatisfied to this question while the remaining 35.0% are satisfied die to their high post they held.

TABLE 4.2.11 YOUR MANAGEMENT CONCERNED WITH YOUR WELFARE, HEALTH, HOUSING, TRANSPORT LOAD-SICK CASUAL LEAVES AND OTHER TERMINAL BENEFITS?.

RESPONSE	FREQUENCY	PERCENTAGE %
Yes	7	35%
No	13	65%
Total	20	100%

Source: questionnaire survey.

The table below indicate that a 50% of the respondent feel very dissatisfied and unhappy at the end of the day to the nature of the job. Those who talk very satisfied and satisfied belong to the senior staff cadge to the post they held.

TABLE 4.2.12 DO YOU FEEL SATISFIED AND HAPPY AT THE END OF THE DAY?

Response	FREQUENCY	PERCENTAGE %
Very satisfied	6	30.0%
Satisfied	4	20.0%
Dissatisfied	10	50.0%
Total	20	100%

Source: questionnaire survey.

The table below show majority of the questionnaire refer, place where they be full compensate and their welfare, put into consideration while 25.0% of the respondent prefer to say due to their long stay in the organization.

TABLE 4.2.13 ARE EAGERLY LOOKING FOR ANOTHER JOB?

RESPONSE	FREQUENCY	PERCENTAGE %
Yes	15	75%
No	5	25%
Total	20	100%

Source: questionnaire survey.

ANOTHER COMMENT

It is clearly known that the employees complained about the inadequate, daily in promotion poor methods of assessing workers they also complain about the careless of management about the workers welfare and failure by the management to pay some leave allowance, other time and inability to grant loans for personal furniture, vehicle on time need lack of management concern on transportation housing scheme.

CHAPTER FIVE

5.0 SUMMARY

This aimed at analyzing the various methods which one selected parastatals Dutse local government in Jigawa State use in motivating their employee's and its effect on the motivated employees, it was also to ascertain the impact of employee's satisfaction and performance in term of productivity.

Effective motivation of employee result to high or increased job performance. An employee who is effectively motivation implies a

drive towards an outcome while satisfactions involved drive already experience.

When employees are not proper motivated, productivity is directly affected. When this happen poor quality of services observation and lateness, are some sign of lack of motivation and lack of satisfaction on the part of the employee for this purpose relevant literatures form text books different materials relating to the subject of motivation were discussed at length.

Among other area reviewed include motivational the one such as Maslow is need hierarchy theory, Herzberg theory, Douglass theory x and y etc.

And also highlight the methodology or research design adopted by this study, the sampling technique and method of data collection. The data obtained from the employees on the subject matter depend upon the formation gathered through the sure of collected questionnaire by the respondents and also personal observation by the written and interview method of data collection way employees.

All the methods sued enable the writer to collect a concrete compressive data on the topics which were presented and analyzed in chapter three.

5.1 CONCLUSION

In conclusion the research work example the effects of motivation on the employees by the use of the collection data obtained from respondent through the use of question and interview.

The writer conclusion on this study is that job performance on this parastatal Dutse local government or any essential vehicle for the attainment, of the organizational goals and objectives. It should be needs are not satisfied this will result in resentment. Employees deserve urgent attention at any time on this basis of this hypothesis which states that the use of fringe benefits which involves good pay better working condition motivation an individual to increase his performance on the job held while, the rull hypothesis is rejected so that employees who are satisfied with their fringe benefit being offered to the would not want to leave their jobs for another.

However, when the employees are not satisfied, with their working place their productivity level would have an adverse effect the organization and their can cause the organization to have low level of production on poor would have an adverse effect the organization and their can cause the organization to have low level of production on poor quality of services in general, the employees of the organization were known satisfied salary incriminate, therefore the labour turn over is not on the increase every day. Their satisfaction can be achieved only when the basis needs are first satisfied and this various from one employee to another.

5.2 RECOMMENDATION

From the research analysis and the conduction down the recommendation was based on the following strategies.

FACILITATION IMPORTANT WORKING CONDITION

It is recommended that organization should try in order to enable them make meaningful use of their skill because it matter how skill full an employees, to his performance will be married of good working facilities are not provided.

All officer need to be furnished e.g. conditioners this is a further step forwarded in boasting employees moral.

REWARDS

The organization should increase pay and other benefit (be much more competitive) comparer favorable, with that of other organization such as private sectors. A proper and good merit rating system should be introduction by the organization because, system will make employees to show more sense of dedication commitment.

TRAINING

Training and development of employees should be set in motion in order to increase skills and abilities. It also recommended that qualified employees should be set for training in order to be informed of the latest development as widen their knowledge along professional lines.

COMMUNICATION

Communication the live on which giving organization strives therefore for communication to be effective, in the organization the

bureaucratic nature of operation has to be reduced to the barast minimum.

There is need for the organization to come out with a good and concrete methods of communication exchange between one department to another and from one office to another will modern communication equipment installed in all officers to ensure good flow communication.

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3. Modern business administration by (Robert C apple).

4. Human resources management by the Malam Junaidu lecture note.

5. Small scale business by the Malam Rabi'u Iliya lecture note

6. Principles and practice of management by A.S Dolha note.

7. Administrative behavior by Malam Adamu lecture note.

APPENDIX

QUESTIONNAIRE

I am a student of public administration department, jigawa state polytechnic college of business and management studies, dutse local government undertaking research on "motivation and staff performance in an organization" kindly provide the required information sincerely. All information provided will be treated with almost confidentiality and purely for academic purpose.

Hope that your response will be treated in confidence.

SECTION ONE PERSONAL DATA RESPONDENT

p1 – Sex distribution

A ☐ Male   B ☐ Female

P2 - age distribution

a- Below 25 years ☐   b -25 years ☐

c – 35 years ☐   d – 35-40 years ☐

e – above 50 years [ ]

p3 - marital status

a – married [ ]   b – single [ ]

p4 - state cadre

a – junior [ ]   b – senior [ ]

p5 - qualification of respondent

a – secondary certificate [ ]   b - diploma/HND [ ]

c – Graduate [ ]

SECTION ii RESPONDED ATTITUDE ON THE SUBJECT MATTER

Q1 – Is your present job stimulating, encouraging, challenging?

a - satisfactory [ ]   b – very satisfactory [ ]

c – Poor [ ]   d – average satisfactory [ ]

e – I don't know [ ]

Q2 – Is your pay package sufficient to meet all your basic needs?

a – very sufficient ☐ b – sufficient ☐ c – average

sufficient ☐

d – Poor ☐ e – Neutral ☐

Q3 – are you satisfied with the method adopted by management in motivating its workers?

a – Yes ☐ b - No ☐

Q4 – have you receive any promotion in your working place?

a – Yes ☐ b – No ☐

Q5 – Does your performance productivity in your work place?

a – Yes ☐ b - No ☐

Q6 – Does management in adequate activities to work?

a – Yes ☐ b – No ☐

Q7 – Is your management concerned with your fare, health, housing, transport, loans, sick leave, casual leave, annual leave and other terminal benefits

a – satisfied ☐   b – dissatisfied ☐

Q8 – Do you feel satisfy and happy at the end of the day?

a – Yes ☐   b – No ☐

Q9 – Are you eagerly looking for a new job?

a -Yes ☐   b – No ☐

Q10 – Is your salary line with your job comment?

_____

_____

Q11 – Do you have any suggestion how to improve the staff welfare, if yes

state your suggestion _____

_____

Q12 - Will you leave your job for another, if you are not well motivated

state your reasons_____

_____

_____