

Maintaining the Balance between Expectation of Employees While Keeping Them Motivated In Private Banks Of Pakistan

A thesis

Presented to

The faculty of

Management Sciences

Bahria Institute of Management & Computer Sciences, Karachi

In Partial Fulfillment

Of the Requirements for the

Degree Master in Business Administration.

By

TUBA PARVAIZ

JUNE, 2012

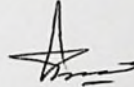
REG#18982

BAHRIA UNIVERSITY
KARACHI CAMPUS

RECOMMENDATION FOR ORAL EXAMINATION

This thesis hereto attached, entitled, "Maintaining The Balance Between Expectation Of Employees While Keeping Them Motivated In Private Banks Of Pakistan" prepared and submitted by **Tuba Parvaiz**, in partial fulfillment of the requirements for the degree **MASTER IN BUSINESS ADMINISTRATION**, is hereby recommended for appropriate action.

Date: _____

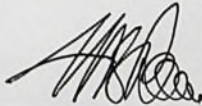


Advisor

Name: M. Amir Sultan

THESIS COMMITTEE

In partial fulfillment of the requirements fir the degree of **MASTER IN BUSINESS ADMINSTRATION**, this thesis entitled, "Maintaining the Balance between Expectations of Employees While Keeping Them Motivated In Private Banks Of Pakistan" is hereby recommended for Oral Examination.

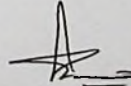


Examiner

Name: Sofiamin Berrawy



Examiner



Advisor

Name: Sofiamin Berrawy

Name: _____

Date: 16/7/2012

TABLE OF CONTENT

S.NO	Topic	Page #
1	CHAPTER NO 1: PROBLEM AND ITS BACKGROUND	1-3
a)	Introduction Of The Topic:	1
b)	Definition Of Motivation:	1
c)	ROLE OF MOTIVATION: a) Places Human Resources Into Modality: b) Friendly Relationship Are Build:	2
d)	Scope Of The Study:	2
e)	Delimitations	2
f)	Company Profile a) Soneri Bank b) Bank Alfalah	3
2	CHAPTER NO 2: RESEARCH METHODOLOGY AND PROCEDURES	4-6
a)	Research Design	4
b)	Nature Of The Study	4
c)	Time Horizon	4
d)	Problem Statement	4
e)	Significance Of The Study	4
f)	Treatment Of Data	5
g)	Respondent Of The Study	5
h)	Research Instruments	5
i)	Sources Of Data	6
3	CHAPTER NO 3: REVIEW OF RELATED LITERATURE AND STUDIES	7-12
a)	Importance Of Motivation On Employee Performance	7
b)	Historical Perspectives Of Motivation	7
c)	Vroom's Theory	8
d)	Maslow's Hierarchy Of Needs	8
e)	The ERG Theory	9
f)	Two Factor Theory	10
g)	McClelland's Theory Of Needs	10
h)	The Importance Of Employee Motivation In The Workplace	11
i)	Motivation In Today Work Force	12
j)	Motivated Employees Create Your Work Easier	12
k)	Local Literature	12

l)	Foreign Literature	12
m)	Brief Summary	12
n)	Relevance	12
4	CHAPTER NO 4: PRESENTATION ANALYSIS	13-29
a)	Presentation Of The Result Obtain From The Questionnaire Of Managers	13
b)	Presentation Of The Result Obtain From The Questionnaire Of Employees	14
c)	Do You And Your Colleagues Share Information And Knowledge	14
d)	Are You Satisfied With The Work Environment In Your Organization?	15
e)	Does Your Organization Allow You Open Communication Between Departments	16
f)	Do You Have Clearly Established Career Path At Banks	17
g)	What Does Your Bank Do To Increase Your Motivation	18
h)	Does Your Bank Provide You On-Going Training	19
i)	Are You Familiar With Your Job Description	20
j)	Does Your Bank Provide You Any Benefits To Motivate You	21
k)	In Your Opinion What Management Styles Your Bank Use	22
l)	When You Work Overtime Does You Bank Provides You Additional Compensation	23
m)	Are You Satisfied With Your Salary And Work Load	24
n)	Does Your Organization Retain High Performing Employees	25
o)	Does Your Organization Motivate You When You Give Superior Performance	26
p)	Do You Have The Opportunity For Career Development Within Your Bank	27
q)	Are You Motivated To See Your Current Job Position And Benefits	28
r)	Since How Long You Have Been Working For This Bank	29
5	CHAPTER NO 5: SUMMARY OF FINDINGS, CONCLUSION & RECOMMENDATIONS	30-31
a)	Summary Of The Findings	30
b)	Conclusion	30
c)	Recommendation	31
6	BIBLIOGRAPHY	32
7	APPENDIX	33

ABSTRACT

The purpose of this thesis was to investigate "Maintaining the Balance between Expectation of Employees While Keeping Them Motivated In Private Banks Of Pakistan". The objective is to know closely and to search for the answer that relates to the employees perception about the significance of motivation. The company's most desirable asset is the employees, so it is important to keep them in high spirit. This target can be achieved by motivational programs, which beseech to their sense of team work and individual professional development. With a greater sense of morality, the company should have employees who are more than happy in order to go the extra mile to complete tasks and projects in a timely manner. The nature of the study is both exploratory and descriptive. To gather the needed data, a survey of questionnaire was used. The respondent of the study are those employees who are currently working in banks and the managers who maintain the expectations of employees. The main reasons for the demotivation among the employees are due to lack of open communication between the departments, lack of on-going training and no additional compensation given when the employees work for extra hours. The employees also become demotivated when the banks does not give any rewards nor promote them to any other level when they work with dedication. In order to resolve these problems the organization should take the major steps. Training programs must be held monthly or after two months, in order to refresh and energize the employees with new ideas. Involve employees in decision making, and allow them to give feedbacks. Employees must be awarded with rewards or promotions for their best performance, extra pay must be given to the employees when they work overtime, the managers must appreciate their employees, beside promotion and increments there should be activities were various departments interact with each other, the organizations may rotate their employees, delegation of the work as per caliber of staff may also be serving as good working motivators, right person should be on right position and promotions and rewards must be given when employee work with full dedications and show honesty and integrity.