

**INFLUENCE OF REWARD SYSTEMS ON EMPLOYEE MOTIVATION AT
HALCYON TECHNOLOGIES BPO**

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ABSTRACT

Organizations are beginning to understand that they need to strike a fair balance between what employees provide to the company and what the company does for them. The three primary elements of a reward system—compensation, benefits, and recognition—are the emphasis of creating this equilibrium. According to studies on the subject, the most prevalent issue facing businesses nowadays is that they fail to recognize the significance of rewards—the low-cost, high-return component of a well-balanced system. Providing acknowledgment aims to instill a sense of worth and appreciation in workers. Studies have indicated that employees who receive acknowledgment typically exhibit increased levels of confidence, self-worth, openness to trying new things, and inventiveness. The purpose of this research is to determine whether employee motivation is impacted by awards and recognition. Respondents completed a work Motivation Questionnaire and a biographical questionnaire. The outcome also showed that employees' motivation and rewards were at a lower level. Subsequent investigations on the aforementioned matters may provide fascinating perspectives on the various elements that inspire workers. Despite the knowledge gained from this study, results should be interpreted cautiously because a convenience sample was employed, which limits generalization to a larger population.

Keywords: *Reward, Reward System, Impact of Reward System, Impact of Reward System on Employees.*

INTRODUCTION

An essential instrument that management can utilize to direct employee motivation in the appropriate directions is the reward system. To put it another way, the goal of organization is to inspire great performance and maintain employee attendance. All organizational components, such as personnel, procedures, guidelines, and decision-making tasks, are included in the reward system. The distribution of pay and benefits to staff members in return for their services to the company. Motivation is conceptualized by Schermehorn, Hunt, and Osborn (1991) as being dependent on both process and content approaches. The focus of content theories of motivation is on the causes and/or justifications for motivated behavior.

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These theories serve to depict physiological or psychological inadequacies that a person feels compelled to address. They also identify the correlates of motivated behavior, which are emotions, feelings, or attitudes linked to motivated conduct. According to Deepro (1994), one of the primary justifications for rewarding and recognizing employees is to establish this balance and satisfy this desire. Formal reward programs that indicate monetary benefits like pay, perks, bonuses, promotions, or stock options are important, but employees view these as essential components of their jobs. "Motivation is the will to surpass expectations, driven by internal as opposed to external factors, and to actively pursue continuous improvement." (Atkinson, Taylor, Hall, and Torrington) In the context of the workplace, motivation is a psychological process that emerges from an employee's contact with the workplace and is defined by a particular degree of willingness. In order to fulfill a certain need or goal, the workers are prepared to put in more effort at work. Three elements make up motivation, according to Arnold (1991):

Description of the Issue

Among all organizational resources, the human resource reward system is the most important one. A company cannot accomplish its objectives without an efficient system of rewards. Preserving and safeguarding human resources by offering a range of welfare programs. A reward system is essential to an organization's growth. The organizational culture and social welfare have a direct impact on the job satisfaction and motivation of employees. The field of organization culture in human resources management has drawn a lot of international study interest.

RESEARCH GAP

Analysis of the literature revealed a strong correlation between an organization's incentive program and employee performance, as well as the significance of human resources in the evaluation and assessment of employee performance.

Because each employee's success directly affects the performance of the organization, it is imperative that the company look into and enhance its reward strategy. The workforce is seen as a crucial resource for a business to maintain profitability in its sector of operation. Organizations must overcome a number of obstacles as a result of the rapid globalization of the workforce in order to maintain a competitive edge in the marketplace. Organizations must develop strategies that take into account employee motivation in addition to recruitment and retention in order to improve employee performance. As of right present, no thorough research has been done on the reward program at any one company. The impact of the reward system on employee motivation at Halcyon Technologies BPO is the title that the researcher confines the study to.

PURPOSE OF THE STUDY

The following goals are the focus of this research:⁶ To ascertain whether employee motivation and reward are related.

To ascertain how rewards affect motivation.

To ascertain which elements influence motivation at work.

To investigate how biographical factors affect motivation at work.

THE STUDY'S HYPOTHESES

Ho1: For some organizations, there is no discernible difference between employee motivation and rewards.

Ho2: Rewards have no discernible effect on a chosen company's drive. Ho3: No substantial element influences employees' motivation at work.

Primary Data Sources and Research Methodologies

- By means of conversations with responders.

Secondary data sources include the following: • The company's booklets and pamphlets; • The internet, including its multiple official sites.

TOOLS: The study project uses the Chi-Square approach.

REVIEW OF LITERATURE

In addition to helping to achieve human resource goals and gain a competitive edge, rewards can be used to draw in new applicants for jobs, motivate current workers, and keep important staff (Bratton & Gold, 2007). This demonstrates that it is particularly crucial in the highly competitive hotel industry, where establishments compete for top talent to enhance the caliber of instruction and build stellar reputations. The term "total reward system" refers to a compensation plan that includes elements of the workplace and learning and development in addition to other perks. Both concrete and intangible incentives are valued under the overall reward system. Intangible benefits, such as salary, bonuses, and other perks, are obtained through transactions between an employer and employee. Intangible benefits are related to education, growth, and professional experience. These kinds of benefits include the chance to grow, acknowledgment from coworkers and the company, success on a personal level, and social interactions (Armstrong & Brown, 2006, p. 22). This suggests that a reward system is a tactic that seeks to offer employees both material and immaterial rewards, including financial incentives as well as others like recognition, career promotion, experience, and personal development. Because of this, organizations—including higher education institutions—must carefully design their reward programs to assess worker performance across the board and then compensate workers with either material or intangible benefits. As a reward and an unwavering motivator, rewards are crucial to achieving organizational performance. Furthermore, a variety of organizations in the public and private sectors have adopted it recently. For example, increasing the use of rewards during downsizing is crucial to boosting self-esteem and fostering a friendly working relationship between managers and staff (Bowen, 2000). Page (2008) defines rewards as anything that encourages employees to take actions more frequently, which improves performance. According to him, incentives can have a significant impact on workers since they boost their self-esteem and job happiness while serving as a reminder that their additional efforts are valued.

According to Baron R. and A. (1983), motivation is the result of a variety of mechanisms working together to shape and guide employees' behavior toward a certain objective. Employee motivation is essential to the growth and profitability of a business. Employers must comprehend what drives their workforce and how to improve job happiness if they hope to maximize overall business performance (Armstrong, 1999). Any educational institution in the world must prioritize motivation if it is to flourish over the long run. The appropriate factors of educational success and performance are associated with professional knowledge

and abilities, center competencies, educational resources, and instructional methodologies. Even though there have been some studies on rewards and employee motivation, it is clear that work motivation varies depending on the situation, making it impossible to generalize. As a result, research on its impact in various contexts will always be unique (Jones & James, 1979; Milton, 1981). For example, research found a clear and favorable correlation between staff motivation and awards. It is corroborated by the finding that employee motivation and reward are directly correlated (Farooq et al, 2010). Therefore, if the lucrative offer changes, employees' motivation to work will also alter. Additionally, as the methods for rewarding employees improve, so too will their motivation. According to Shafiq and Naseem (2011), there is a positive and strong correlation between employee motivation and rewards. Recognition and job motivation and satisfaction are significantly correlated (Danish & Usman, 2010). This implies that motivated employees will be more driven at work and give their clients better service.

Tippet and Klivers (2009) found a strong positive correlation between employee motivation and intrinsic rewards. Employee motivation and extrinsic rewards are positively correlated (Hafiza, Shah, Jamsheed & Zaman, 2011). However, in the event that appropriate incentives are not provided, productivity at work declines (Palmer, 2012). According to Nadia Sajjad H. et al. (2011), there is a strong and positive correlation between employee motivation and monetary rewards. However, he had noticed that businesses are not providing their staff with the appropriate level of monetary compensation. Consequently, it follows that without incentive programs that are optimally matched to the objectives and organizational structure, success is not achievable.

BUSINESS SUMMARY

Application development and business process outsourcing solutions are offered by Halcyon Technologies. From managed services and outsourced application development to professional services, Halcyon Technologies provides a variety of services. Global talent, creativity, expertise, and tried-and-true methods underpin all of their offerings. Application development, consulting, maintenance and support, business process outsourcing, and testing services are all part of their offering. From its network of locations in the US, UK, and cutting-edge Global Solutions Development center in Hyderabad, India, Halcyon offers services to its clientele.

Our advantage over them comes from their vast expertise working on and overseeing BPO solutions and large-scale outsourced IT projects. They promise to use the industry-specified standards to generate deliverables of the highest caliber. Halcyon accomplishes this by working with Fortune 500 clients in the manufacturing, insurance, banking, telecom, healthcare, utilities, and financial verticals in addition to keeping an efficient and transparent line of contact with clients in the automotive retail market. Their comprehensive knowledge of many industry verticals makes it possible for us to offer cutting-edge, comprehensive technology solutions.

Clients can feel secure knowing that Halcyon Technologies provides quality work procedures and fair working partnerships in transportation. Cutting-edge technology from Halcyon technology help clients grow their businesses and get a competitive advantage over rivals in the market.

VISION: "To transform technology into a business advantage through collaborative efforts, and to become the preferred technology partner for forward-thinking customers."

MISSION "We will be the employer of choice and the partner of choice by focusing on our

stated values of Employees First, Trust, Transparency, Flexibility and Value Centricity."

DATA ANALYSIS

- WHAT IS YOUR GENDER?

- a) Male b) Female

Particulars	No of Respondent	Percentage
Male	91	91
Female	9	9
Total	100	100

INTERPRETATION:-

The above graph shows that 91% employees are male and remaining are female. Most of the employees in public sector are male because in public sector aged persons are worked more so percentage of female employees are so low.

- ARE THERE REWARDS ARE DISTRIBUTED RIGHTFULLY?

Options	No. of Respondents	Percentage of Respondents
Strongly agree	44	44
Agree	32	32
Disagree	16	16
Strongly disagree	8	8

Interpretation:

In the above given data it is been shown that majority of employees feel that rewards are rightly distributed i.e. with 44% and 32%. With least with 8% employees feel that rewards are not distributed correctly and they feel that there should be some changes in that.

- DOES THERE REWARD MATCH YOUR WORK EFFORT?

Options	No. of Respondents	Percentage of Respondents
Strongly agree	40	40
Agree	36	36
Disagree	12	12
Strongly disagree	12	12

Interpretation:

In the above data it can be interpreted that rewards affect by rewards and incentives. With majority of 40% and 36% it can be concluded that employees are affected by reward and incentives and with least of 12% employees feel that rewards do not affect the working ability.

- ARE YOU SATISFIED WITH THE QUALITY/QUANTITY OF THE REWARDS?

Options	No. of Respondents	Percentage of Respondents
Strongly agree	32	32
Agree	48	48
Disagree	8	8
Strongly disagree	12	12

Interpretation:

From the above results it can be shown that 48% of employees are well satisfied with the reward distribution and with least of 8% employees feel that the company should work on the reward distribution and reward factors.

- DOES REWARDS MOTIVATE YOU TO PERFORM WELL IN JOB?

Options	No. of Respondents	Percentage of Respondents
Yes	72	72
No	28	28

Interpretation:

On the given results it can be easily interpreted that with majority of 72% of employees are motivated by the rewards distributed and 28% of the employees feel that rewards are not only the factors affecting employee motivation.

- ARE YOU INCLUDED IN THE DECISION MAKING PROCESS OF THE REWARD SYSTEMS?

Options	No. of Respondents	Percentage of Respondents
Yes	40	40
No	60	60

Interpretations:

Above results shows that majority of employees think that they are not included when rewards are being decided while 40% of the employees think that they are well included in the decision making of the rewards and its distribution.

- DO YOU THINK THE REWARDS SYSTEM SHOULD BE IMPROVED OR DEVELOPED FURTHER?

Options	No. of Respondents	Percentage of Respondents
Yes	72	52
No	28	48

Interpretation:

After concluding the results it was concluded that with majority of employees with 72% think that rewards system should be developed and it should be improved and 28% of

employees think that the current rewards mechanism is perfect for the organization.

- DOES FINANCIAL INCENTIVES MOTIVATE YOU MORE THAN NON-FINANCIAL INCENTIVES?

Options	No. of Respondents	Percentage of Respondents
Yes	60	60
No	40	40

Interpretation:

In the above findings it is clearly shown that with majority employees with 60% feels that financial incentives motivates more than the non financial incentives on the same hand 40% of employees feels that non financial incentives are more preferred than the financial incentives.

- DO INCENTIVES AFFECT ZEAL, ENTHUSIASM AND GOOD INDUSTRIAL RELATIONS?

Options	No. of Respondents	Percentage of Respondents
Yes	28	72
No	72	28

Interpretations:

In the above given interpretations it is well interpreted that 72% of employees thinks that rewards does affects the zeal, enthusiasm and good industrial relations whereas 28% of employees thinks that rewards has no affects on such things

- FACTORS WHICH MOTIVATES YOU THE MOST?

Options	No. of Respondents	Percentage of Respondents
Salary Increase	32	32
Promotion	28	28
Leave	4	4
Motivational talks	4	4
Recognition	32	32

Interpretation:

Above given data shows that employees are more motivated by salary increments and recognition by 32% on each and with least of 4% of employees are motivated by motivational talk and leave.

HYPOTHESES OF THE STUDY

Ho1: There is no significant difference between reward and employee motivation of select companies

Ho2: There is no significant impact of reward on motivation of select company
 Ho3: There is no significant factor contribution to work motivation

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S.No.	Opinion	No. of Respondents	Percentage
1.	Strongly Agree	13	13.0
2.	Agree	44	44.0
3.	Neutral	30	30.0
4.	Slightly Disagree	6	6.0
5.	Disagree	7	7.0
	Total	100	100.0

Observed Frequencies

Gander/ Variable	Strongly Agree	Agree	Neutral	Slightly Disagree	Disagree	Total
Male	11	43	27	5	5	91
Female	2	1	3	1	2	9
	13	44	30	6	7	100

Expected Frequencies

Gander/ Variable	Strongly Agree	Agree	Neutral	Slightly Disagree	Disagree	Total
Male	13	40	27	5	6	91
Female	0	4	3	1	1	9
	13	44	30	6	7	100

Showing calculation of χ^2 - value

O	E	(O-E)	(O-E) ²	(O-E) ² /E
11	13	-2	4	0.307633333333
43	40	3	9	0.225
27	27	0	0	0
5	5	0	0	0
5	6	-1	1	0.166666667
2	0	2	4	0
1	4	-3	9	2.25
3	0	3	9	0
1	1	0	0	0
2	1	1	1	1
				3.725

Source: MS Excel

Calculated value of Chi-Square = 3.725 Level of significance = 0.05 Chi-square = $(O-E)^2/E$

Expected value = sum of the observation / the total number of observations Degree of freedom $(r-1)(c-1) = (2-1)(5-1) = 1*4 = 4$

Table Value of Chi Square for dof (degree of freedom) = 1 @ 5% Level of significance = 9.488

Interpretation/Result: Table 16 presents that the calculated Chi-Square value (3.725) is

less than the table value (9.488) of Chi -Square Test (χ^2) so null hypothesis (H_0) has been accepted and it is *concluded that there is no difference between reward and employee motivation of HALCYON TECHNOLOGIES BPO at 5% level of significance.*

H_0 : There is no significant impact of reward on motivation of select company

Observed Frequency

Variable	Yes	No	Total
Female	6	3	9
Male	89	2	91
Total	95	05	100

Source: Primary data

From the above table it is clear that 95% of the respondents agree that the organization employees have overall performance towards WRT heritage foods, 05% of the respondents not. *Finally, it is concluded that there is a significant impact rewards on motivation of Halcyon Technologies BPO.*

SUMMARY

In order to improve employee motivation through reward system redesign, the organization must exercise caution with the following elements.

1. To satisfy employees and operate efficiently, the organization's management must make an effort to provide a positive, encouraging work environment within.
2. Employee training ought to be tailored to the environment's current content.
3. The resources that should be made available to staff members to improve their job skills and motivation.
4. Through rewards, an organization may increase employee dedication and accomplish both individual and organizational goals.

CONCLUSION

Impact of reward system on employee motivation is the project's focus. For this, a closed-ended questionnaire was used to interview 25 employees. It was discovered that the company's non-monetary and monetary award scheme works well to inspire workers. Additionally, a high degree of employee motivation was discovered. Additionally, it was discovered that the company values and respects their labor. The majority of responders are happy with the organization's incentive program. The majority of respondents claim that performance will be impacted by incentives and reward systems. Organizational policies serve as a source of motivation for accomplishing their goals.

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