

LEADERSHIP & MOTIVATION TO ENHANCE EMPLOYEE SATISFACTION IN AN ORGANISATION

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Abstract: Leader, a person who supposed to lead, to motivate a group of person surroundings him. In every type of organization where some people work for a common goal there should be a leader who directs their activities to achieve their goal otherwise there could be chaos everywhere. Today, it is a challenge for a manager to retain the employees in an organization. Job satisfaction these days is a crucial task. A Leader has to perform many roles in the enterprise such as task description, ensure smooth communication, and create harmony among employees, efforts to improve the efficiency of the employees. So in a business organization leadership in a dynamic function which is performed by a manager to achieve the predetermined goals of that particular organization and simultaneously he has to look after the various individual needs of the employees to keep the employees satisfied.

Index Terms - Leadership, Motivation, Task description, Communication Performance Evaluation.

I. INTRODUCTION

LEADERSHIP

Leadership is a process, not a position of power. Leadership is action orientated process; we all act as a leader in some situations of life. We influence others by our actions and also influenced by others. Leader is a person who is supposed to guide others to achieve some pre-determined goals. For Example: if u are a teacher, your motive is to guide students that how they can achieve their targets by passing out their exams. So to guide your students first of all you should be skilled and you should have learned the subjects that you supposed to teach.

From this example we are able to know that a leader is an expert or skilled person who guides his subordinates to grab the opportunities and to achieve their targets.

Leadership includes the following sub functions also.

1. Task description
2. Direction
3. Communication
4. Performance evaluation

1. Task description

The primary function of a leader is to clearly define the task and job to his subordinates. The leader should describe the work which is supposed to be done from the particular employee. Only then a person can work efficiently if he knows his duties well and on right time. We can't expect results from the person who had not been told his duties. So the first function of the leader is to describe the task to subordinates.

2. Direction

The word directing means provide direction to someone's efforts. Efforts without right direction lead us to nowhere. A leader is a person who influences others through his activities (way to talk, gesture, behavior, charisma, inner strength). He guides the subordinates about right way or an efficient way to do a particular job. The leader has various traits that are required to lead others.

3. Communication

Communication is a process of sharing information, ideas and feelings, through any medium of communication. There are various medium of communication like verbal, written, graphics, gestures, tone and expressions.

Sound Communication is necessary for the smooth running of any organization. Communication can be top to bottom, bottom to top, vertical or horizontal. Right information at its right place should be the motive. If information is communicated properly it will increase the efficiency of an organization. We can avoid the delays in work when the right information is passed out at right time. There will be harmony among all the employees when authority and responsibilities are clearly defined.

4. Performance evaluation

Performance evaluator is the role played by a leader where he used to compare the actual performance pre-determined standards and check the deviations. On the basis of actual performance he fixes rewards or punishment for his subordinates.

MOTIVATION

A leader as an organization acts as a guide. To retain the employees in an organization today is becoming a challenge for the management. The term motivation means to make efforts to keep balance between the needs of an employee and needs of organization. Motivation creates an urge in the employees for the achievement of the enterprise goals. It may be positive or negative. Positive motivation will increase the efficiency of the employees to the great extent like rewards, incentives, bonus,

commission, recognition and promotion. On the other hand negative information will degrade the employees and it will also decrease the efficiency and also it will raise the staff turnover in the organization.

SCOPE OF STUDIES

The study attempts to check that why there is contradiction between the goals of an individual employee and the goals of an organization.

Study the various individuals/employee needs.

Various leadership styles which organizations can follow the make a balance between both.

LITERATURE REVIEW

Theories of Motivation

Many authors give us the theories on motivation or needs of an employee. Through this study we will be able to know the things which is the need of today's environment to make the employees happy or how to retain them in the organization for their services or also how to encourage the employee for the achievement of the goals. Theorist Maslow, McGregor, Vroom have contributed to understand this topic.

According to Maslow's need hierarchy theory people have five types of needs namely physiological needs, safety needs, social needs, esteem or ego needs, self-actualization needs. The satisfaction of one needs followed by the next need. [1]

The theory of X and Y by McGregor in which people are divided into two categories. The first group is X in which people are lazy does not like the work. They only work for some rewards or compensation. On the other hand in group Y people are enjoying their work. They like new challenges and are self-motivated. [2]

Vroom develops a theory of Expectancy in the context of work. This theory suggests that employees voluntarily choose one behavior over another if they believe that this behavior will result in a desired outcome, application for example [3]

LEADERSHIP STYLES

There are different leadership styles such as autocratic, paternalistic, democratic, and laissez-faire. In autocratic leadership the leader makes decision without consulting any employee. His decision is final and there is not employee interference in management. On the other hand in laissez-faire there is full freedom provided to the employees to make their own decision to do their work efficiently. In democratic style there is combination of both styles autocratic and laissez-faire. Both management and employee consult each other and views of everybody are known before reaching any decision. In paternalistic style of leadership the organization works like a family and manager or leader takes care of every employee like a parent. [4]

LEADERSHIP AND MOTIVATION

In today's changing environment it is a big challenge for a manager to become a good leader. There should be some good qualities which are must for a good leader such as professionalism, experience, emotionally stable, qualification, patience, etc. There are also some leadership theories like traits theory, behavior approach, situational approach, charismatic approach. We learn from these theories that how a leader behaves in some critical situation, how he handles crucial situations. His behavior towards work and employee only is the reason for the positivity in the organization if the leader shows his dedication and work hard the subordinates will surely follow his footprints. If a leader wants efficiency from his employees first he has to be efficient in his work. He also has to make efforts to provide better working conditions and ensure proper remuneration to the employees for their hard work. With these few things a manager can motivate his employees to achieve the targets.

II. CONCLUSION

In this paper various leadership styles and theories of motivation and leadership have been discussed. According to the study a leader should have some good traits in him and also he has to follow the various leadership styles according to the circumstances to become a good leader. He also makes the employees motivated by creating healthy working environment in the organization. There should be free approach to the manager. All the views of employees should be listen before reaching decision. Some small gifts or appreciation can make a subordinate happy. He has to make switches in making the environment formal or informal as the situations requires. In this way a leader can become a good motivator.

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