

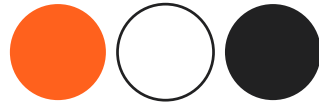
MAPC – Industrial & Organizational Psychology

Sample Internship Report

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Case No. 10

Quality of Work Life and Work Motivation

Name of the Organization: - *****

Motivation is the activation or energization of goal oriented behavior. It is the psychological feature that arouses an organism to action toward a desired goal. Work motivation is the force that drives an employee to perform well in their job. Work motivation is highly influenced by the external and internal socio- psychological environment an individual is working.

Quality of work life is operationally defined in this study based on quality of work life conditions and feelings. According to this concept quality of work life is viewed both as collections of objective favourable or unfavourable job conditions and as collections of subjective feelings of separation and alienation from a person's work self.

With the help of the HR department of the company list of participants for the study were identified. Later the interneer personally approached the operators and after establishing rapport, the detailed discussion was carried out.

According to the discussion with the operator, it is found that work motivation of the employees are related to

- **Autonomy**
 - It is the freedom of an employee to take independent action on work related issues
 - In garment industry it is expected from the worker to follow the instruction as majority of the decision related to the style of the garments are already taken and operators just need to execute the work hence the level of autonomy is very low which is resulting in low motivation among workers
- **Personal growth and opportunity**
 - It represents the scope of learning and growing in one's career ladder
 - It is also found that there is hardly any scope of personal growth in the garment industry for the operators. Operators with good people skills can be become

supervisors after some experience but there is limited demand of it. This is one of the reason of demotivation and it is found that operators changes the job frequently.

- Work complexity
 - It is the extent to which the job is meaningful and interesting
 - Garment industry is a labour intensive industry and the productivity of a supervisory or executive level employee is generally evaluated in terms of their production efficiency. Hence work complexity hold back production efficiency, complex work unlike in other sector is a de-motivating factor in garment industry. The result of increase of work motivation with decrease of work complexity is justifiable in the context of garment sector.
- Task related interaction
 - It is the degree to which the job provides interpersonal contacts as a part of the work activity
 - It is also found that garment operators are not involved more task related interactions, whereas they prefer more freedom in their work and task related interactions.
 - Hence it is having inverse effect on employee motivation