

ABSTRACT

The most difficult job that faces a supervisor is learning how to effectively motivate and keep his/her employees motivated. In this research report the researcher conducted a research based on assessment of motivation in organization performance a case study of TRA head office - Arusha region. The main objective of this study were; to examine the organization performance versus employee's motivation, to identify different types of motivation offered to employees in relation to their jobs as well as assessment of problems facing organization in trying to improve workers morale to work. The researcher employed case study designs in which quantitative and qualitative research technique were used. The researcher concluded from the findings that; the present motivation system used by the organization is not effective and thus does not satisfy the employees, and also identified medical allowance, transport allowance and housing allowance as motivation packages offered by TRA. However, the researcher found Job evaluation and responsibilities as criteria used to motivate employees. The researcher also pointed out the problems facing organization in attempting to improve workers morale which are; labour market competition that led to increased labour turn over, employees' knowledge on new motivation items such as new working tools, the need to adopt changes, and the appraisal system being so much subjective rather than objective. Meanwhile the researcher found employees' motivation to have effect on organization performance since employees said motivation influence them to work and therefore it proves on how motivation is effective for better performance of organization. The researcher also recommended the following in order the organization to have effective motivation system: To build participatory policy that will give room for employees to participate in preparation of motivation packages to be used so as their needs can be met. To create overtime payment policy in which employees will be paid their work overtime To use objective performance appraisal system To use both type of employees' motivation that are maintainers and true motivators To conduct labour survey in order to collect opinions for improving motivation practices To increase motivation packages and to improve the criteria used to motivate employees. To make the motivation system that is flexible in order to accommodate changes and circumstances in the labour market.

