

Public Service Motivation Article 2

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The article on Public Service Motivation brings awareness of performing all the tasks given by an employer with a common goal of employees being able to complete them. The public sector must hire staff to handle complex situations to retain a customer base. The article captures those employers that should always stay engaged with their employees. Employees usually work better when their values align with the company's mission or are so passionate about helping others that it spills over into their work life. It becomes a natural objective of theirs.

Managers should also determine staff members' potential when motivating them to complete tasks. You should always make your employees feel as if they are self-efficient; this is a way to keep them motivated within the organization. An unpleasant experience between an employee and their supervisor can cause unnecessary stress to the employee and the whole department. Being part of a team is essential to employees because it gives them a feeling of belonging and contributing their ideas and energy to their colleagues.

Public organizations often write policies and procedures for their staff members so everyone participates on the same level of understanding of the company's objective. Even though executive leadership has more work experience than frontline staff, they can still learn a thing or two from those working in areas directly with the public. Processes put in place five years ago may not work the same way today. Gathering this information from your frontline staff keeps them motivated, and they have a sense of being heard and feel good about the outcomes of those conversations.

Other motivating factors arise when companies show that they want to invest time in employees by creating management training programs that can help their careers in the future.

Having multiple communication platforms within the organization motivates employees to voice their concerns and hear about the day-to-day work being done, along with any changes that may take place within the company. Being transparent within an organization motivates employees because they feel safe.

There are many ways to motivate managers and their employees within the organization. We all know compensation, promotions, and appraisals can inspire employees. However, we know that can not always be the case. Always give your employees feedback during the year before they get an annual performance evaluation. When they see an outstanding performance written, they get excited about continuing the extraordinary work. As the book states, the psychological contract is one tool for increasing employee motivation and performance. (Berman "et al").

One of the biggest motivators for an employee, especially the ones I know, is when senior leadership does executive rounds every week to different departments and gets to know the staff. Another motivator is seeing senior leadership in workshops meant for frontline staff. They participate in the training to get a perspective from the employee's point of view in training sessions.

Improving these skills will always be a work in progress because when a company progresses, people move, too. It would help if you constantly thought of new ways to accomplish the goals with your employees. Good managers take the time to engage in what type of motivation will be suitable for their employees. Not everyone responds the same, so it takes a keen understanding and eye for one to motivate another. Employers who show motivation can motivate their employees.

References

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