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Impact of Employees Performance on Achievement of Organization Goals: A Case of Karachi, Pakistan

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Abstract:

Today achievement of effectively organization goals is major issue in the world. This research was executed to investigate the impact of employee performance on the achievement of organization goals. This research analyzed the four hypotheses, by using the sampling techniques in which I was selecting 200 employees of hospital sector of Karachi, Pakistan. For examining the data I applied correlation and regression test on SPSS software. Descriptive statistics technique SPSS were applied on the questionnaire to see the authenticity and stability of data. After analyzing the data this research provides confirmations signs of a solid positive impact of employee's performance on the achievement of organization goals because all null hypothesis was rejected. And also recommends that bringing improvement in the employee performance and achieve their objectives organization should give proper training to their employees and motivate them to be more productive.

1. Introduction

Every single business and organization desire to achieve competitive advantage and organization goals and objectives. In this 21st century competition is very high and organization facing challenges regardless of structure, target market and employee performance. To reduce these curbs organization should maintained relationship between organization and their employees. Human resource is a major asset of any organization for scheduling to execution, strategies, policies and rules employees are most important source and they want to encouragement and inspiration towards their goals achievement. Motivation is one of the effective strategies which organization can implement to enhance their employee performance and their effectiveness. Performance of employee is directly related to organizational performance. Managers can motivate their employees through monetary and non-monetary rewards and promotion. Effective remuneration has big impact on employee performance and motivates them to work efficiently. Employee wants to satisfy their needs through reward system as well as motivational strategies. Employee performance is high if their compensation is according to their performance and which is not included any biasness. On the other hand training is help out personnel to achieve and contribute their efforts to achieve organization goals. Training is very impressive method to increase employee skills and abilities. The organizational development based on the performance of employee because human resource asset of organization and play vital role in the organizational growth & development. The main objective of this study is to find out the relationship and impacts of employee performance on success of organization.

1.1. Problem Statement

Those organizations who gave undesirable effects on employee performance are the result no existence of motivation process. Organization engagement can be attain through motivational rewards it's not an easy task. Many employees leave organization and the reason is that they are not enough motivated and given training. Organization growth is based on employee performance. From the observing today's century it's proof that change in business culture show new challenges for organization regardless employee performance and its effect on attainment of organizational goals. This research investigates the effects of employee performance on organization productivity.

1.2. Significance of the Study

The significance of this research is to analyzing the current needs and requirements of the public and facilities to fulfill their satisfaction level. As, this research has already occurred but it was out dated and the trends and analysis, needs and requirements and competition level increasing more rapidly as it was before. New technologies, methods and ideas for handling the diseases are also changing so it is necessary to make the employees, (doctors, nursing staff and working staff) to be more productive and efficient.

1.3. Objective of the Study

The major objective of this study is to realize the consequences of employee performance on achievement of organization goals.

- i. To determine the impact of employee performance on accomplishment of organizational goals.
- ii. To examine the elements that increase employee performance in organization.
- iii. To observe the association between employee performance and organization goals.

1.4. Limitations:

Another variables of this study is continuous communication, feedback, stress management and employee engagement these factors can be covered in this study but due to deficiency of time and limited resources it's not possible to be covered.

2. Literature Review

Performance of employee is the biggest source of organizational effectiveness and Performance of employees is increases through effective appraisal system. The main objective of performance appraisal is to increase the performance of employees that will look forward toward success of organization. According to (Nadeem Iqbal, August 2013) strategic approach of performance appraisal can improve the abilities, proficiencies, motivation and employee's performance. Performance appraisal system is most important factor to achieve organizational goals. Appraisal system build reward system and its will create a path between leaders and their subordinates to meet general goal of organization.

Human Resource is a major resource of any organization because human resource will automatically enhance the organizational performance. Performance is the major tool to achieve organizational goals. But here is a big question is that how to motivate employees to performance well and achieve organizational success? (Raja Abdul Ghafoor Khan, 2011) Training and development, and other different factors are the major thing to increase employee's productivity, polish their skills and increase their knowledge. Training design and training style has positive impact on organizational culture. On the job training is time and cost saving method to increase human resource performance.

(Manzoor) Found two factors in the research employee satisfaction and rewards have positive impact on employee motivation that enhance the organizational productiveness. Organization set their policies, rules and structure of organization according to employee that they show more intention toward their work. Rewards and satisfaction is play vital role to improve employee motivation and motivation is crucial to achieve organizational goals.

Many researches have to be over and done with many aspects in past on employee empowerment. According to (Mudassar Ghafoor, 2013) through employee empowerment organization can achieve employee performance and motivation. This research is to be done on employees of private and public banks. And the result shows that empowerment ultimately increase the employee motivation and its lead performance of employee that is fruitful for organization and its employees.

That organization their work is Dynamic nature continuously motivate their managers toward organizational goal. Middle level managers play a role like a bridge between top level manager and operational managers and their role is most important for organization productivity and efficiency. (Samuel, July 2014) Says connotation between extrinsic and intrinsic motivational variables and accomplishment of organizational objectives by middle managers. it is necessary for top management to design reward strategies with combination of both intrinsic and extrinsic.

The thing which is most involved to enhance employee motivation that is reward. Reward has significant impact on employee performance and now it's become essential for day to day performance of employee. (U.S., 2013) Research on 120 employees of manufacturing companies in Anambra and find that extrinsic reward is a major source of employee motivation and enhance their productivity. Employee motivation is directly proportional to organizational performance that's why organization should take on extrinsic reward policies for motivate their employee.

(Asim, 2013) Convincing that motivation of employee can be enhancing through training. Researcher performed regression test on 118 employees of Pakistani universities and found that motivation has big impact on employee of universities in Pakistan. Motivation increases the organizational performance and employee performance researcher analyzed that motivation directly belonging to promotion, reward and training. Employee performance shows significant association with monetary and non-monetary rewards. Training helps organization to evaluate employee performance. For getting finest output organization invest lots of resources for cope up the necessities of training for enhancing skills and trainings sessions.

The aim of this research is to find out the relationship between compensation and employee motivation, performance and organizational commitment. (Muhamad Rizal M. S., FEB 2014) Share their findings of this study are that reward has important impact on organizational performance and employee motivation but has not noteworthy impact on employee performance. Rewards are not direct boost up performance of employee but it can be competent of employee to enhance motivation level and fortify organizational engagement.

According to this study (Hasan Raza, April 2014) author get these findings that employee performance and working style help to enhance organizational productivity. in this research the technique which is used for findings results is stratified and simple random technique to test the both hypothesis. 90% respondent extremely agreed that organizational culture has strong effect on performance of employee and organizational productivity. This study give proof that employee performance and working style has important impact on organizational growth, performance and environment.

Mostly organizations are belief that employee satisfaction can enhance employee commitment toward organization. The main reason of this research is to find out the effect of organizational commitment on employee productivity. (AMOS, Sep 2014) It is realized that organizational engagement on employee performance is a dynamic concept. Organizational engagement effect on employee efficiency

as well as improve organizational productivity and success which clear in employee ability, commitment and performance to accomplish organizational challenges and goals.

According to (Michael A. Akinbowale, Oct 2013) appraisal is most important tool by organization to enhance employee engagement, motivation and performance. Impressive appraisal system is a real-world challenge to human resource management for the reason is that intellectual, performance and encouragement factors. In the organization appraisal system has effect on organizational policies and human resource strategy. The successful organizational appraisal system is based on recruitment & selection, development and performance of employee.

Organizational environment strongly effects on employee performance, commitment and self-esteem both favourable and non-favourable. Workplace environment contain inappropriate safety measures, uncomfortable furniture, noise etc. this environment is harmful for employee in term of disease and its effect on employee's productivity. (CHANDRASEKAR, Jan 2011) Says organizational environment shows dynamic role in employee motivation to accomplish their delegated work. Financial reward is not enough factors to influence motivation employee will need to relaxed environment to perform well with motivation.

In the light of this study (Alamdard Hussain Khan*, Feb 2012) author describes the findings that effect of job satisfaction on employee performance in medical schools of Pakistan. This study is done in Punjab with 200 sample size. Salary, promotion, job security, job description, working environment has significant effect on job satisfaction. Government should concentrate on these features of job satisfaction to increase job performance rather than focus on just one facet.

This study shows great importance of public officers. The survey sought to find the factors that can improve and motivate a public officer to put his maximum effort in solving problems associated with increasing their productivity. (D2, 2013) This study makes us to understand the following; the public sectors are encouraged to work hard if they are given high salary and good working conditions. Also the study highlighted that majority of the public officers consider leaving public offices due to poor remuneration and fringe benefits in search of better working conditions and good remuneration elsewhere. Lastly many public officers go extra mile to improve the growth of the organization by doing things if they are highly motivated.

(Okafor, 2014) This study revealed that the workers motivational processes in manufacturing firms in Nnewi have undergone tremendous change since the organization was established. The seeming loss of one of the most cherished and envied hallmarks of the organization job security and the uncertainties about wages and salaries would appear to have greatly affected the workers morale everywhere in manufacturing firms in Nnewi. Under such a condition, workers cannot give their best and expected return or output from the job. The management would now need to take an urgent step to look into the problem if the employee is to achieve her stated objectives immediate steps should be taken by management to make workers re-establish confidence in the new administrative system so as to restore or raise the morale of the employee.

3. Methodology

3.1. Research Model

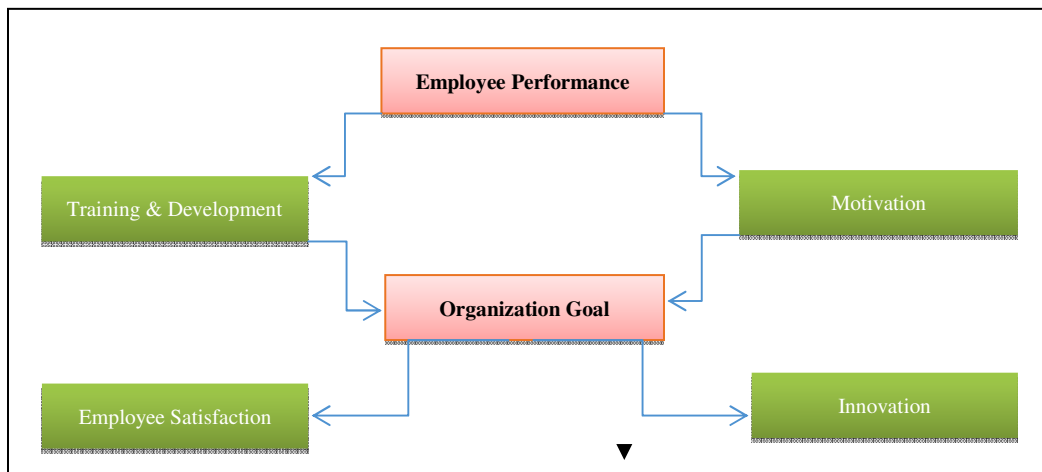


Figure 1

3.2. Data Source

Primary data is gathered for this research by distributing the questionnaire among different Hospitals, clinics of Karachi. Nevertheless a slightly support was taken by published articles, books, journals and internet for determining the most appropriate variables, developing questionnaire. Questionnaire were spread through email and surveyed at different hospitals and clinics. The respondent of this data collection were doctors, medical students and hospital staff.

3.3. Data Type

The type of data is Quantitative and all questions are included in the questionnaire are close ended as the main reason of the study is to determine the relationships between variables exist or not? And if it exists, to what extent they are correlated and what is the statistical equation that links those variables?

3.4. Hypothesis

- Ho1: There is no relationship of training and development on employee satisfaction.
- HA1: There is relationship of training and development on employee satisfaction.
- Ho2: Motivation cannot increase employee satisfaction.
- HA2: Motivation can increase employee satisfaction.
- Ho3: Training and development has no significant impact on innovation.
- HA3: Training and development has significant impact on innovation.
- Ho4: Motivation does not play vital role for bringing innovation.
- HA4: Motivation play vital role for bringing innovation.

4. Descriptive Analysis

Descriptive Statistics							
	N	Minimum	Maximum	Mean	Std. Deviation	Skewness	
	Statistic	Statistic	Statistic	Statistic	Statistic	Statistic	Std. Error
Goal Achievement	200	1.00	5.00	1.4550	.70031	2.379	.172
Employee Capability	200	1.00	5.00	1.7300	.74152	1.451	.172
Finalize Decision	200	1.00	5.00	2.1500	.97584	.809	.172
Formal level	200	1.00	5.00	2.1850	.89149	.788	.172
Emplyee_productivity	200	1.00	5.00	1.6800	.73505	1.275	.172
Achievement_organizational_goals	200	1.00	5.00	1.8050	.69959	.911	.172
performance_of_employee	200	1.00	5.00	1.8200	.84330	1.317	.172
more_productive_employee	200	1.00	5.00	1.7850	.82595	1.500	.172
motivational_level	200	1.00	5.00	1.7600	.85207	1.270	.172
Goals_strategies	200	1.00	5.00	2.0950	.90558	.713	.172
Increase_employee_skills_abilities	200	1.00	5.00	1.6200	.71284	1.209	.172
Job_satisfaction	200	1.00	5.00	1.7700	.78753	1.180	.172
compensation_equal_performance	200	1.00	22.00	1.8000	1.62888	9.777	.172
Unmotivated_untrained	200	1.00	5.00	2.2400	1.12192	.830	.172
Formal_training	200	1.00	5.00	2.5550	1.09222	.349	.172
Valid N (listwise)	200						

Table 1

4.1. Hypothesis

- Ho1: There is no relationship of training and development on employee satisfaction.

Correlations			
		more_productive_employee	Job_satisfaction
more_productive_employee	Pearson Correlation	1	.217**
	Sig. (2-tailed)		.002
	N	200	200
Job_satisfaction	Pearson Correlation	.217**	1
	Sig. (2-tailed)	.002	
	N	200	200

** . Correlation is significant at the 0.01 level (2-tailed).

Table 2

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.400	.130		10.769	.000
	more_productive_employee	.207	.066	.217	3.130	.002

a. Dependent Variable: Job_satisfaction

Table 3

4.1.1. Analysis

According to above correlation and regression test the significance level is 0.002 and the null hypothesis is rejected because its significant level is less than 0.05. Hence it is proved that the hypothesis H01: There is no relationship of training and development on employee satisfaction is rejected. If organization does not give training of their employee they are not able to enhance their skills and bring innovation in the organization. Training and Development is the major source of employee development.

4.2. Hypothesis

- Ho2: Motivation cannot increase employee satisfaction.

Correlations			
		Goal Achievement	Job_satisfaction
Goal Achievement	Pearson Correlation	1	.163*
	Sig. (2-tailed)		.021
	N	200	200
Job_satisfaction	Pearson Correlation	.163*	1
	Sig. (2-tailed)	.021	
	N	200	200

*. Correlation is significant at the 0.05 level (2-tailed).

Table 4

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.503	.127		11.808	.000
	Goal Achievement	.184	.079	.163	2.330	.021

a. Dependent Variable: Job_satisfaction

Table 5

4.2.1. Analysis

On the basis of statically data shows that the significant level of above data is 0.021 due to this the null hypothesis H02: Motivation cannot increase employee satisfaction is rejected because this significant level is less than 0.05 that's why the rejection of null hypothesis is proved. Satisfied employees are more productive than unsatisfied employee and they are beneficial for organization to attain the long term goal.so organization can increase the satisfaction level of their employees through motivation.

4.3. Hypothesis

- Ho3: Training and development has no significant impact on innovation.

Correlations			
		Achievement_organizational_goals	performance_of_employee
Achievement_organizational_goals	Pearson Correlation	1	.264**
	Sig. (2-tailed)		.000
	N	200	200
performance_of_employee	Pearson Correlation	.264**	1
	Sig. (2-tailed)	.000	
	N	200	200

** . Correlation is significant at the 0.01 level (2-tailed).

Table 6

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.246	.160		7.791	.000
	Achievement_organizational_goals	.318	.083	.264	3.850	.000

a. Dependent Variable: performance_of_employee

Table 7

4.3.1. Analysis

The data shows that the significant level of above test is 0.000. It is proved that null hypothesis is rejected which is H03: Training and development has no significant impact on innovation. The reason of rejection is the significant level of this hypothesis is less than 0.05. If company wants to developed the organization and be successful in this technological era. It is necessary to give training to their employees for become more productive to bring innovation.

4.4. Hypothesis

- Ho4: Motivation does not play vital role for bringing innovation.

Correlations			
		Employee Capability	Achievement_organizational_goals
Employee Capability	Pearson Correlation	1	.431**
	Sig. (2-tailed)		.000
	N	200	200
Achievement_organizational_goals	Pearson Correlation	.431**	1
	Sig. (2-tailed)	.000	
	N	200	200

** . Correlation is significant at the 0.01 level (2-tailed).

Table 8

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.102	.114		9.679	.000
	Employee Capability	.406	.061	.431	6.717	.000

a. Dependent Variable: Achievement_organizational_goals

Table 9

4.4.1. Analysis

Due to above responses it is proved that null hypothesis is rejected because of its significant level 0.000 is less than 0.05. This shows that null hypothesis H04: Motivation does not play vital role for bringing innovation proved to reject. The future of all organizations depends upon employee capability to innovate organization culture. Organization can increase employee ability through motivation because motivation helps out personnel to achieve satisfaction level.

5. Conclusion

The aim of this study is to determine the impact of employee performance on the achievement of organizational goals with the effect of motivation and training and development in the hospital sector. In order to encounter with the present dynamic level of the business tendencies, the board of the organization must try as much as possible to accept worthy and constructive motivational practices to upturn the moral of the personnel towards efficiency and performance.

The management of organization should identify the several methods of enlightening employee productivity in their organization, the management must posse worthy quality and delicate value which will aid them to find those things that motivate their employees and apply them properly.

After examining the pool of data from the questionnaire in addition to summary of test results above, it can be realized that achievement of organizational goals through employee performance is a dynamic concept, which must be comprised by any organization that desires to excel and attain its goals and objectives.

Performance of Employees has beneficial for an Organizational development. All the results reject the hypotheses; H01: There is no relationship of training and development on employee satisfaction. H02: Motivation cannot increase employee satisfaction. H03: Training and development has no significant impact on innovation. H04: Motivation does not play vital role for bringing innovation. That's why it's proved that employee productivity does matter for bringing innovation and satisfied to them.

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