

# EMPLOYEE REWARD AND RECOGNITION SYSTEM IN EDUCATION – A CASE STUDY

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## ABSTRACT

*This article has been described as a result of promotion, awards, and special increments for teachers and employees working in the education system. In addition to providing welfare benefits, basic facilities and special recognition in case of success, the students will play a key role in shaping the students as talents. Thereby enhancing the literacy of the country and providing support for community development. The results are analyzed based on the data in the survey method for this article. This survey was conducted by a total of 50 Respondents. Every employee who works in the education system has been told that it is necessary to recognize the work and give them the appropriate promotions. What cannot be done without the role of the employees in the educational system that cost more than thousands crore Rupees? It is said that any organization, even if the employees are encouraged, is confident that it will be a success rate if the award is given. It has also been said that it will do the same in the education system.*

**Key Words:** *Education, Employment, Increments, Awards, Promotions and Encouragement.*

## I. Introduction

Rewards and Recognition can be powerful tools for employee motivation and performance improvement in any organization. Incentives and awards for teachers and other employees working in the education system will work with more commitment in duty. Reward means something given for performance. Recognition is an important feature in retaining excellent employees and for improving performance. Many types of rewards and recognition have direct costs associated with them, such as cash rewards, increments, awards, and wide variety of Education system organization paid perks. The primary objective of providing Reward and Recognition is to encourage and motivate the teachers and employees to do better performance Rewards and Recognition are one of the motivation aspects in Human Resources.

Rewards and Recognition are given to achieve desired goals. Rewards system should be closely aligned to organizational strategies. These strategies could be designed to faster innovation to provide unique products or services. Rewards and recognition may be monetary, or non-monetary. Monetary rewards include cash bonus, cash rewards, increments, awards, and wide variety of Education system organization paid perks, gift

certificates. Non monetary rewards and recognition including compliments, extra time off, ceremonial awards, and small trinkets such as mugs, t-shirts, sets of pens and pencils. Rewards and Recognition are very useful to reinforce good performance.

## **II. Objectives of the Study**

- To understand the extent to which the rewards & recognition
- To know the motivation and satisfaction level of the employees through the rewards & recognition

## **III. Research Methodology**

The primary source of data is applied for getting the required and relevant information directly from the department heads in the course of discussion with Jr. Managers Refreshment courses conducted in the integrated product Development unit. The secondary source of data was collected through obtaining rewards and files from the integrated product development unit.

## **IV. Rewards and Recognition**

Rewards are considered to be a function of efforts put in to reach the standard set on the basis of accomplishment manifestation. In order to practice this strategy manager's setup standard of performance, monitor the behavior of the employees to observe the extent to which these standards are attained and allocate rewards & based on the observance of the performance. There rewards can be applied only where performance and results can be directly and quantitatively measured.

Recognition is an important factor in retaining excellent employees and for improving performance in education system. Recognition is important because it sends a powerful message that the recipient is important. It says that the organization cares about good performance. When this message is lacking overall performance may drift in search of a direction. If low performers are treated the same as high performers, the message will be translated that high performances gets you nowhere. Eventually, many in the workforce will settle at some minimal acceptable level of performance. Surveys of workers by the public agenda forum have confirmed that most workers say they are working "significantly below their potential".

Like a child being given a chocolate cup cake and a big hug after cleaning her room, rewards & recognition can be powerful tools for employee motivation and performance improvement. Many types of rewards & recognition have direct costs associated with them, such as cash bonus stock awards, and a wide variety of company paid perks, like car allowances, paid packing and giving certificates. Other type of rewards and recognition may be less tangible, but still very effective. These non-monetary rewards include formal and informal acknowledgement, assignment of more enjoyable job duties, opportunities for training and an increased in decision making.

Recognition can be very motivating and help to build feelings of confidence and satisfaction. Another important goal is increased employee retention. A report on retention research identified consistent employee recognition as a key factor in retaining top-performing worker.

To achieve desired goals, reward system should be closely aligned to organizational strategies. For example, a company focused on a product differentiation strategy could design their rewards practices to foster innovation to provide unique products or services. While a education organization focused on a cost reduction strategy might focus on rewards for ideas to minimize or eliminate costs and employee stock awards to foster an ongoing cost reduction emphasis.

The art of power of knowing and, of perceiving the identify any experience or memory with other experiences or memories, Physiologically, recognition is based upon the simultaneous or consecutive activity of different neuron groups, their comparison and the fact that the impulses are identical, sensations may be compared with memories.

## **V. Need for rewards and recognition**

Most employees feel that they are worth more than they are actually paid. There is a natural disparity between what people think they should be paid and what organizations spend in compensation. When the difference becomes too great and another opportunity occurs, turnover can result. Pay is defined as the wages, salary or compensation given to an employee in exchange for services the employee performs in the education system organization.

Pay is more than "dollars and cents;" it also acknowledges the worth and value of the human contribution. What people are paid has been shown to have a clear, reliable impact on turnover in numerous studies.

Employees (teachers and others) want to be recognized for a job well done. Rewards and recognition respond to this need by validating performance and motivating employees toward continuous improvement. Rewarding and recognizing people for performance not only affect the person being recognized, but others in the organization as well.

Through a rewards program, the entire organization can experience the commitment to excellence. When the reward system is credible, rewards are meaningful; however, if the reward system is broken, the opposite effect will occur. Employees may feel that their performance is unrecognized and not valued or that others in the organization are rewarded for the wrong behaviors. Unrecognized and non valued performance can contribute to turnover. Recognition for a job well done fills the employees' need to receive positive and honest feedback for their efforts.

Recognition should be part of the organization's culture because it contributes to both employee satisfaction and retention. Organizations can avoid employee turnover by rewarding top performers. Rewards are one of the keys to avoiding turnover, especially if they are immediate, appropriate, and personal. A Harvard University study concluded that organizations can avoid the disruption caused by employee turnover by avoiding hiring mistakes and selecting and retaining top performers.

One of the keys to avoiding turnover is to make rewards count. Rewards are to be immediate, appropriate, and personal. Organizations may want to evaluate whether getting a bonus at the end of the year is more or less rewarding than getting smaller, more frequent payouts. Additionally, a personal note may mean more than a generic company award. Employees should be asked for input on their most desirable form of recognition. Use what employees say when it comes time to reward for performance.

Formal recognition program can be used with success. First Data Resources, a data processing services company that employees more than 6,000 individuals in Omaha, Nebraska, use a formal recognition program (Adams, Mahaffey, and Rick, 2002). Rewards are given on a monthly, quarterly, and yearly basis, and range from Nebraska football tickets, gift certificates, pens, plaques, mugs, and other items. One of the most popular awards at First Data is called the "Fat Cat Award" that consists of:

In addition to Non monetary rewards, teachers and staff can be rewarded using money in numerous ways. Cash is a welcome motivator and reward for improving performance, whether at formal meetings or on the spot. Variable bonuses linked to performance are another popular reward strategy. Profit sharing and pay-for- skills are monetary bonus plans that both motivate individuals and improve goal achievement. Small acts of recognition are valuable for employee daily motivation. Sometimes a personal note may mean more than a generic company award. In one survey, employees cited the following as meaningful rewards (Moss, 2000):

- Employee of the month awards
- Years of service awards
- Bonus pay (above and beyond overtime) for weekend work.
- Invitations for technicians to technical shows and other industry events

### **1. Rewards & Recognition:**

- To increasing degree of responsibility.
- To motivate the employees to pursue their goals and reach their potential.
- To improve the quality of the education.

- To Contributes to increasing literacy in the education system..
- To meet the competition.
- To create the right employee- management team environment.
- It is an atmosphere that is encouraging & favorable.
- To improve the employees self confidence.
- To create self esteem and royalty among teachers of employees.
- To encourage behaviors of the employees to reach strategic goals.

People are motivated to higher levels of job performance by positive recognition from their managers and peers. Creative use of personalized non-monetary rewards reinforces positive behavior and improves employee's retention and performance. Non-monetary Rewards and Recognition can be in expensive to give, but priceless to receive.

## **VI. REWARDING AND RECOGNIZING EMPLOYEES**

Studies indicate that employees find personal recognition more motivational than money. Yet, it is a rare manager who systematically makes the effort simply to thank employees for a job well done. The guidelines for effectively rewarding and recognizing employees are simple; these are informal manager-initiated performance based rewards:

- Match the reward to the person. Start with the individual's personal preferences, reward him or her in ways he or she truly finds rewarding. Such rewards may be personal or official, informal or formal, public or private, and may take the shape of gifts or activities.
- Match the reward to the achievement. Effective reinforcement should be customized to take into account the significance of the achievement. An employee who completes a two-year project should be rewarded in a more substantial way than one who simply does a favor for you. The reward should be a function of the amount of time you have to plan and execute it and the money you have to spend.

- Be timely and specific. To be effective, rewards need to be given as soon as possible after the desired behavior or achievement. Rewards that come weeks or months later do little to motivate employees to repeat their actions. You should always say why the reward is being given. Once you have consistently rewarded the desired performance, your pattern of recognition may become more intermittent as the desired behavior becomes habitual with employees.
- The program should reflect the company's values and business strategy.
- Employees should participate in the development and execution of the programs.
- The programs can involve cash, non cash or both.
- Since what is meaningful to you may not be meaningful to someone else, the programs should encompass variety.
- The programs should be highly public to the company.
- The programs should have a short life span and must be changed frequently.

## **VII. RECOGNITION ACTIVITIES**

Many effective forms of recognition are onetime events that celebrate a significant achievement or a milestone. Such activities need to be planned so as to be timely and pertinent to the situation and the person being recognized. A recent survey by the Minnesota Department of Natural Resources found that recognition activities contributed significantly to employees' job satisfaction. Most respondents said they highly valued day-to-day recognition from their supervisors, peers and team members 68% of the respondents said it was important to believe that their work was appreciated by others.

Nancy Branton, project manager for the survey, says, "Recognition programs are more important now than in the past". Employees increasingly believe that their job satisfaction depends on acknowledgement of work performance as well as on adequate salary. This is especially true of employees who are highly interested in their work and take great satisfaction in their achievements.

## **VIII. Reward strategies**

An effective employee and teachers recognition system inspires workers to switch off automatic pilot and concentrate on daily tasks by turning the class room into a game with a series of specific, widely known, achievable objectives. The process of individual employee and work team recognition is becoming a social science of its own. Various types of incentives are increasingly being used to change the working culture of

companies. It is clear that the **D**irection of a company can be changed - or at least substantially influenced - by honest recognition of employee contributions. A recognition system is important because it offers incentives for improving quality and productivity. Yet, more important, a recognition system makes a statement about what principles are important to a company. Recognition is a form of employee motivation in which a company recognizes, praises, and thanks employees who have made positive contributions to the company's success, and must be consistent with a company's values and principles. Guidelines for recognition systems are presented.

Although education system higher officers often say their most valuable asset is their employees, they do not always behave in ways that make employees feel they are truly appreciated. Recognition-award programs are helpful in creating recognition moments and in teaching praise techniques. When expressing appreciation to employees and rewarding their good behavior, employers should follow 3 important principles: 1. Describe the desired behavior in specific terms. 2. Explain why the behavior was helpful. 3. Express thanks. In addition, the significance of the event should correspond with the amount of gratitude being expressed. Money is a particularly powerful incentive for increasing sales and productivity, but some form of ongoing remembrance of the award should also be given. When the recognition program is created, employers should communicate the following to their employees: 1. the program's objectives and why the company is sponsoring it, 2. the mechanics of the program, 3. the symbolism of the award, and 4. the way the program reinforces the company culture and values

Today, many companies want to engender employee recognition. A recognition program alone is unlikely to work with a disgruntled or unmotivated work force. To be effective, a recognition program must be part of a whole culture of valuing employees. Many organizations have discovered low employee morale translates into reduce productivity, absenteeism, and a high turnover rate. Motivational techniques include: 1. raises and bonuses, 2. merchandise credit, and 3. spontaneous recognition and rewards. Cash rewards cost more and offer less leverage. Recognition is an honor money cannot buy. Praise or a personal note acknowledging achievements are small gestures that are extremely important to employees and teachers.

As education system organization re-examine the role of employees and teaching staff, a traditional idea is re-emerging recognition as a tool to motivate employees. Led by the service award, recognition programs of all kinds are fulfilling people's needs for a kind word. Today's employee service recognition programs are at least as sophisticated and well-planned as any other modern business process. They are communication-based, performance-focused and empowered with symbolism. Companies taking a fresh approach to recognition programs see a process with several important objectives: 1. opening channels of communication, 2. Enhancing individual worth and self-confidence, 3. reinforcing corporate values and culture, 4. recognizing personal performance and achievement, and 5. building mutual commitments and relationships.

According to a recent study comparing responses of supervisors and employees to what each group thought employees wanted most, improving morale is not a matter of paying people more. Responding employees indicated that they want to be involved and appreciated and get personal satisfaction from their jobs, not strictly monetary value. Praise is an excellent way to reinforce desired behavior; however, it is not the way to inspire it. If employees perform to certain standards simply for the material reward promised, they will come to expect that kind of reinforcement constantly and will be difficult to motivate in the absence of what they perceive as commensurate material attention. The key to motivating employees is to make them want to do the job well for its own sake. Employees should see how they fit into the company's larger scheme - how they tangibly contribute to the making of the product. Employees whose donations are acknowledged will achieve high levels of personal motivation and loyalty to the organization.

Employee recognition programs usually give the employee the choice of an award gift. Many firms in the award business have developed catalogs that can display a company's logo and special message; some employ substantial marketing staffs to ensure that employee recognition programs work for the companies purchasing their award items. Today's intergenerational mix of employees is heterogeneous in makeup and complex in nature, demanding that motivational efforts address diverse lifestyles. Many long-service employees have conservative values and respond to traditional symbols of appreciation with a focus on the corporate identity. However, many midterm employees prefer choice and understated corporate identity. Today's young employees want peer recognition, thus traditional annual achievement awards presentations are important to them. Other motivating practices are also important to them, such as: 1. peer review, 2. Special Increments, 3. Special awards, 4. Promotions, 5. assignments to special projects.

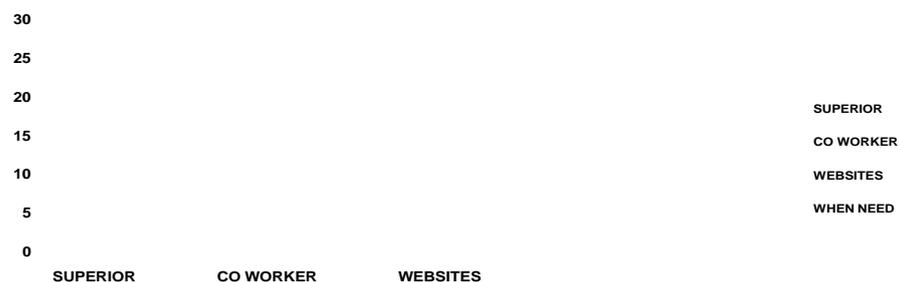
Effective reward management can help you achieve your business objectives by attracting and retaining motivated, loyal and competent people. In return for their commitment, people expect financial rewards such as salary, fringe benefits, bonuses, promotions or stock options. They will also seek other forms of reward such as recognition of competence, achievement, responsibility, influence, and personal growth. The challenge is to get the balance right to get the best results. You will need to establish the relationship of the rewards to business and individual performance, and make informed decisions about flexibility and fairness, the level of rewards, market rates, pay structures, incentive/bonus schemes and benefits. The following key points will help you manage reward to improve your business results: Ensure that all reward program are aligned to business objectives. Determine the present situation - typically you will have people with a variety of packages. View, and communicate 'total reward' packages ensuring each element is valued and has a distinct purpose. Remuneration is a major cost for any organization; invest where the maximum return will occur. 'One size' does not necessarily fit all. Target your spend and tailor your reward program for the different areas of your organization.

Ensure that the different elements of the reward package don't overlap. For example, salespeople are often paid cash bonuses and receive recognition awards. Both elements are rewarding the same behavior, don't pay twice. Benchmark your pay and benefits against the market - there is no need to be over generous when compared with your peer organizations. When reward programs are successful, they should be linking to, and supporting, other people issues.

## IX. Data Analysis

### 1. Rewards and recognitions provided

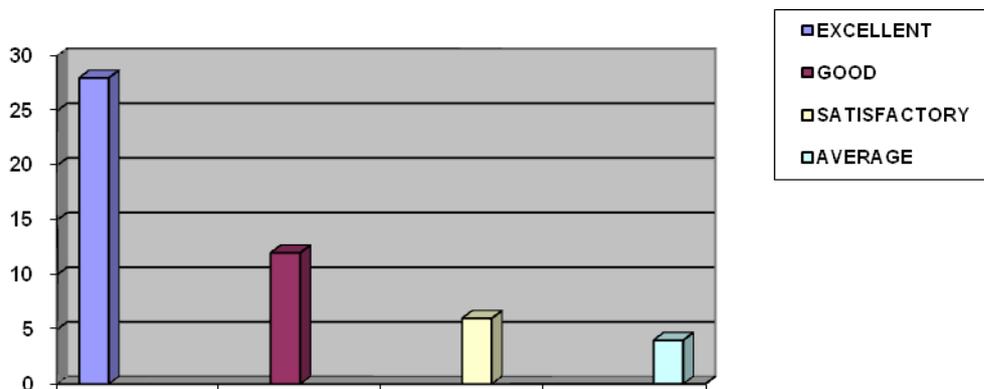
Through superiors	30
Through co workers	10
Websites	0
When necessary	10



The employees who have responded saying when needed are the employees who have no idea about the rewards and recognitions. Superiors are one who gives the information regarding the rewards.

### 2. Opinion on reward and recognition

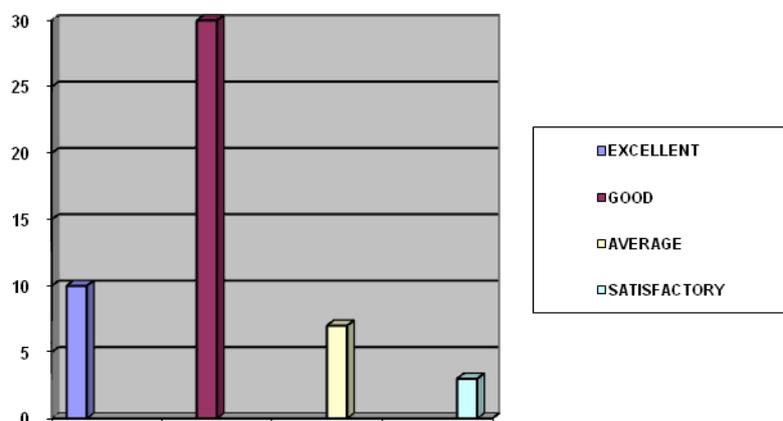
Excellent	28
Good	12
Average	6
Satisfactory	4



Most of the employee's responded that the rewards and recognition provided in the organization are excellent, few responded well, while others responded average and satisfactory.

**3. How would you rate in giving rewards and recognitions to the employees?**

Excellent	10
Good	30
Satisfactory	7
Average	3



Most of the employees responded is good in giving rewards and recognition to the employees and teaching staff in education institution while responded excellent average and satisfactory.

**X. FINDINGS**

As the rewards and recognition are parameters to build up the confidence in employees, they should give regularly to the employees based on their performance, efforts and skills. As a success of the organization

depends on the employees, the rewards and recognitions should be given to motivate the employees. Most of the employees prefer monetary rewards but the organization is giving non monetary rewards. To satisfy the employee's monetary rewards should be given. Most of the employees are coming to know about the rewards and recognitions provided in the organizations through superiors and co workers. Most of the employees responded is good in awarding rewards and recognitions to the employees without any delay, most of the employees are satisfied by the rewards and recognitions provided to them in the organization

## XI. CONCLUSION

Most of the teaching and non teaching employees know about new rewards and recognition's through superiors and very less % of employees through their peers. The employees expressed this satisfaction to a greater extent even though there is certain dissatisfaction among the workers regarding rewards recognition's. Almost of the Education Institutions is may be UKG to PG are providing the rewards and recognition to their employee's performance but not for only others like seniority. The learned employees want to earn not only rewards but also recognition. The motivation of employees through rewards and recognitions is good. The results in schools and colleges that differ in the education system are encouraged to teachers and non-teaching staff. Encouraging those who work in this organization will get good results on the classroom work and see good results. Almost 85% of the employees believe that the success of any organization largely depends on rewards & recognition system.

## Reverences:

### Books:

[1] *Human Resource & Personnel Management* K. Aswathappa

[2] *Performance Management & Appraisal System-* T.V. Rao

[3] *Compensation* - Milkorich & Newmar

[4] *Compensation knowledge in a Knowledge based word* - Richard I Hender Son

[5] *Human Resource Management* - Biswajeet Pattanayak