



# THE OUTCOME OF LOW MORALE ON EMPLOYEES THROUGHPUT AND CATALYST IN CHENNAI IT COMPANIES

R. Amutha<sup>1</sup>, Dr. R. T. Saroja<sup>2</sup>

Doctoral Research Scholar<sup>1</sup>, Assistant Professor<sup>2</sup>

<sup>1</sup>Mother Teresa Women's University, Kodaikanal

<sup>2</sup>Mother Teresa Women's University College of Education, Kodaikanal

## Abstract

The present study aims to scrutinize the outcome of low morale and catalyst on IT employee's throughput and catalyst. Low throughput and loss of catalyst are outcomes of low morale and low catalyst sometime leads to further unexpected symptoms such as absence and interference. A detailed questionnaire was considered to attain the resolution of this purpose, and it was distributed to selected IT employees working in different Chennai IT companies. The number of questionnaires analysed and used for statistical purpose were 276 questions answered by the IT employees. Resolution data were analysed using the SPSS (Statistical Package for Social Sciences). The result of the study was that low morale and catalyst affects throughput and it recommends that management should work on increasing throughput by increasing employees' satisfaction through re-engineering systems and processes and providing uniform incentives based on their cadres, technical advancement and training.

**Keywords:** Low morale, Low catalyst, Throughput, Catalyst.

## 1. Introduction

In general, high morale results in high throughput; however, there's not continually a correlational statistic between the 2. Shut management, time studies, and scientific management is applied so as to achieve a high level of turnout, however typically, we will reach a high turnout by low morale. However, it's uncertain whether or not this mixture will last (Rao, 2007). Renis Likert explains completely different combos of morale and turnout viz: high morale and low throughput; high morale and high throughput; low morale and high throughput; and low morale and low throughput (Likert, 1932). We can say that managers need to work to rising the morale of their staff, as high morale makes for a much better-operating setting, and it helps the organization to achieve its goals simply. Organizations need their staff to be a lot of productive. However, can catalyst be enough to induce things done? And what motivates our behaviour? staff area unit thought-about the foremost vital resources, and therefore the winning card within the hands of management. Low throughput is also traceable to poor worker catalyst. The success and out comings of any firm rely to an outsized extent, on however well staff area unit intended. Theories of human resource management, likewise as theories of catalyst, recommend that intended staff tend to be a lot of inventive and productive, and it's wise for any management to use these theories so as to extend throughput and catalyst (Stephen,

2014). Competition is outlined as a contest between people or teams wherever they try to achieve and reach specific goals (Ryckman & et al., 2009). The conception of the catalyst has been coupled to early socialization processes between parents and kids. Parents typically teach individualism to their kids and this is typical can be often characterized by creating distinctions between themselves et al (Collier et al., 2010).

Catalyst and motivation go hand in hand. People who area unit extraordinarily intended are extremely competitive as they apprehend the manner and therefore the means to accomplish their goals. On the opposite hand, alternative people use competition in an exceedingly negative manner. These people use competition egotistically to attain their goals while not considering the results to themselves et al (Collier et al., 2010). Society places nice stress and pressure on the competition. There's a dominant specialize in being competitive and roaring (Ryckman & et al., 2009). This type of focus will cause low intrinsic catalysts as people might feel lost between the ways that (please confirm) and therefore the gains. This idea is understood because of the hidden value of reward; that's, reward has the other outcome on the individual. So, rather than motivating them to win, it causes them to lower intrinsic catalyst (Abuhamdeh & Csikszentmihaly, 2009). The current analysis drawback focuses on however low morale and catalyst of staff, who feel they're not being recognized as valuable contributors to the system, and thence get no rewards for the nice work that they are doing, might cause low turnout, loss of catalyst, and typically, more unwanted symptoms like absence and sabotage. In order to not lose the focus of the study's importance, the present analysis goes to hide all aspects of low morale and catalyst and their outcomes on turnout and catalyst. These 2 vital aspects area unit attributed to employee's negative science. From the researchers' purpose of reading, these 2 factors area unit vital and area unit value discussing.

## 2. Literature Review

Morale is an elusive quality that involves feelings, emotions, attitude, and perception towards the organization and its members. Positive morale is sometimes characterized by discipline, confidence, and disposition to perform. Low morale will be attributed to several factors like job insecurity, lack of honest compensation policy, unsure business conditions, and excessive outsourcing practices. Low morale affects Company financial gain, throughput, money catalyst and structure objectives (Sauermann & Cohen, 2008). Low morale is associated outcome of social control behavior wherever managers address their staff from a top-down command and refuse to speak directly on workplace problems (Sauermann & Cohen, 2008). This type of communication leads to a niche between workers and managers that successively results in worker distrust, disrespect, and reduction of morale and men catalyst (Chungsup & et al., 2012). Low morale additionally causes workers to lose interest, particularly once managers don't appreciate their efforts and therefore the tasks performed (Zeynep & Huckman, 2008). A pricey indicator of low morale is high turnover. This happens once workers leave their jobs as a result of they feel sad and don't have any incentives to remain. The negative outcome of turnover is displeasing as a result of its nice implication each on money and on output levels. Financially means that the corporate needs to rent new workers either with payment of upper salaries or by further recruiting expenses. At the assembly level, the workers who leave can take with them the data, skills, and skill that helped contribute to the goals, profit and performance of the organization (Lee & Liu, 2009). Absenteeism is another pricey indicator of low morale. Unreasonable absence will increase prices and reduces output (Abbot, 2003). In line with a commentary in 'The Leading Edge', "dissatisfied workers who are disaffected with their bosses will have a high-value tag". (Abbot, 2003). Management ought to work on dominant the outcomes of low morale through the understanding of their employees' potentials and their core work processes, understanding their talents, enriching employees' jobs and recognizing their achievements (Ngambi, 2011). The second perspective of this study is that the catalyst. Catalyst has been the core of many studies. Some studies earlier dispensed within the eighties and nineties of this century have mentioned this idea extensively. Mitacheel (1982), and Steers & Peter (1983), Baron (1991) expressed that the catalyst is that the internal method

that activates, guides and maintains behavior (Steers & Porter, 1983). At the start of the 20th century, alternative researchers like the United States President & Hueznski (2004), expressed that catalyst is “the psychological feature decision-making method through that purposeful behavior is initiated, energized, directed and maintained” (Bucharan & Huczynski, 2004). pantryman & Rose (2011) outlined catalysts because the course of movement, the inspiration behind the activity, and therefore the feeling among a person that creates him wish to attain personal would like or expectation (Bulter & Rose, 2011). Recently Osabiya (2015) outlined catalysts as “the actuation among people buy that they decide to succeed a particular goal so as to satisfy some desires or expectations” (Osabiya, 2015). Achieving sustained high levels of performance is sometimes the aim of each organization. workers are thought of the most tools of such aimed performance, and catalyst is taken into account the means that to attain such performance. In alternative words, high attention ought to lean to strategies of motivating people so as to attain the specified goals. The present analysis study links catalyst with output. It indicated a direct correlation between catalyst and therefore the level of output in several organizations. Businesses that use a catalyst to boost a better level of output ar thought of foremost and contend globally, and this in-turn creates sustained catalyst (Stephen, 2014). Also, researches indicate that an individual is driven works exhausting sustains a pace of labor, and has autonomous behavior to attain the specified goals. On the opposite hand, the low catalyst with low output is commonly thought of like a drag. to totally perceive catalyst, studies state that, there are 2 varieties of catalyst: extrinsic and intrinsic. Extrinsic catalyst considerations tangible, real rewards that are received by the workers, whereas intrinsic catalyst is constructed within the person and is natural to him (Bulter & Rose, 2011). In line with the individual’s psychological science, there’s an associate inherent set of desires through that a person will be glad through rewards for his work performance (Ozturk, 2012). The other part of this study is output. Output is outlined because of the outcome and economical utilization of all resources; material, labor, capital, data and time (ILO, 2017).

Low output is indicated through several signs that embrace the poor quality of domestic outputs, lack of catalysts of merchandise in international markets, shortages of skills, low production technology, poor IT relations, and poor human resource management. Analysis findings indicate that there's a link between catalyst and output within the IT sector. Once an associate employee’s desires are met, it means he derives satisfaction from the duty and eventually, this creates a driven worker (Nwasike, 1991). All catalyst theories tend to support the thought that a driven employee volitionally uses his ability in a very constructive thanks to accomplishing the tasks assigned to him. A driven employee’s work angle is wholesome and tends toward high performance and output (Stephen, 2014). In General, high catalyst and high morale cause high output because it was mentioned within the introduction of this analysis paper. However, there's not forever a direct correlation between them. shut oversight, time studies, and scientific management will be applied so as to succeed in a high level of output, Renis Likert because it was expressed earlier, mentioned completely different combos of morale and output: high morale and low throughput; high morale and high throughput; low morale and high throughput; and low morale and low throughput. Managers ought to work for rising the morale of their workers, as high morale makes the work a much better operating atmosphere, and it helps the organization to achieve its goals simply (Likert, 1932). The final part of the study variables is that the catalyst. As earlier expressed, catalyst and catalyst go hand in hand along, competition is found all told aspects of life; even among brothers and sisters. Competition features a nice impact on the catalyst of a personal. Some people use competition in a very positive method. They use it so as to achieve personal growth and to assist themselves in reaching their potential goals. Alternative people use competition in a very negative method. They use competition egotistically to attain their goals while not considering the implications on themselves et al. (Collier et al., 2010). People are driven very competitive as they grasp the method and therefore the means that to accomplish their goals.

### 3. Objectives

The objectives of the current study aim to examine the outcome of low morale and catalyst on employee's throughput and catalyst.

This research will try to attain the following objectives:

- To stand on the causes of low morale and catalyst;
- To point out the outcome of low morale and catalyst on employee's throughput and catalyst.

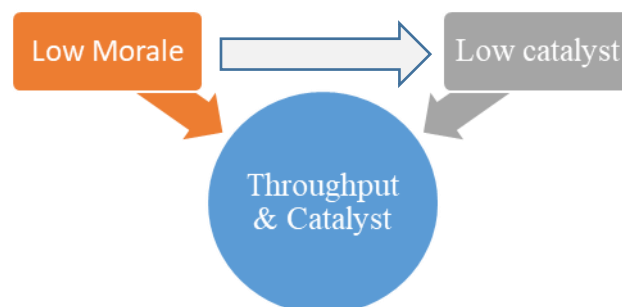
### 4. Method

The primary data needed for the study objectives were collected through a survey conducted among different Chennai IT companies. The research study sample size is 290 employees which were determined using the sample size formula at 95% confidence level, and 4% confidence interval, and a total of 570 employees which constitute the study population. A questionnaire designed for this purpose was distributed randomly to the working employees taking part in actions and activities that have to do with carrying out businesses in their companies in November 2018, as well as to different IT cadres. The number of valid questionnaires analyzed was 266 out of 290 distributed which constitute 93.5% of total questionnaires distributed. The questionnaire was designed to feature 25 questions, with 9 questions specifically on low morale, 8 questions specifically on the low catalyst, and finally, 6 questions specifically on throughput and catalyst. Resolution data were analyzed using the statistical SPSS tool. Quantitative data were collected using self-administered questionnaires, in which the employees were asked to state the likelihood (on a 5-point scale: [5] strongly agree; [4] agree; [3] neutral; [2] disagree; [1] strongly disagree). Other Data was collected from secondary sources. Secondary data is collected from articles published by the well-known periodicals, books, and dissertations.

#### 4.1 Statistical Analysis

The Statistical Package for Social Sciences (SPSS) was applied in analyzing the data received; Statistical Analysis tools include the followings:

1. Descriptive Statistics, mainly frequencies and percentages, were used to analyze sample characteristics according to job, educational level, professional certificates, and experience.
2. Correlation, Inter-correlation, Regression, and Path Coefficient were used to analyze and describe study variables from a statistical point.
3. Reliability Test using Cronbach's Alpha was used to test the reliability of the scale.



**Figure1.Research Design**

The research design is formed out of three main elements that constitute the research design. The Model in Figure-1 shows the outcome of low morale and low catalyst on the Throughput and Catalyst.

## 4.2 Study Hypothesis

H1: Low morale has an outcome on low catalyst.

H2: Low morale has an outcome on Throughput and Catalyst.

H3: Low catalyst has an outcome on Throughput and Catalyst.

## 4.3 Data Analysis and Findings

### 4.3.1 Reliability Test

Cronbach's Alpha was used to test the internal reliability of the measurement instrument. According to Uma, Sekrrana Cronbach's Alpha of 0.60 or higher is considered acceptable (Sekrran, 2003). As shown in Table 1 the Cronbach's Alphas ( $\alpha$ ) ranged from 0.692 to 0.916, thus establishing the reliability of the survey questionnaire. It is noticeable that complete values of alpha are satisfactory and relatively high. This indicates that for each measurement of a variable, the items are correlated and hence highly consistent.

Table 1 shows the Cronbach's Alpha for each scale:

**Table 1. Cronbach's Alpha**

Low Morale	0.825959
Low Catalyst	0.692194
Throughput & Catalyst	0.916212

**Table 2. Demographics Data for the Research Study**

Variable	Group	Frequencies	%
<b>Sex</b>	Male	204	74
	Female	72	26
<b>Total</b>		276	100%
<b>Age</b>	Less than 25 years	46	17
	From 26 years—35 years	82	30
	More than 36 years—45 years	88	32
	More than 46 years	60	21
	<b>Total</b>	276	100%
<b>Professional Certificate</b>	Bachelors' Degree	192	70
	Other Degree	84	30
	<b>Total</b>	276	100%
<b>Job Title</b>	Executive	16	5
	Head of Department	24	9
	Deputy Manager	52	19
	Office Clark	184	67
	<b>Total</b>	276	100%
<b>Experiences</b>	Less than 5 years	28	9
	From 6 years –10 years	112	41
	More than 11 years –15 years	90	33
	More than 16 years	46	17
	<b>Total</b>	276	100%

#### 4.4.3 Statistical Results

Investigating the path coefficients, the numbers in Table 3 enable us to determine that Low Morale has the strongest outcome on Low Catalyst (0.985), followed by Low Morale on Throughput and Catalyst (0.354). The outcome between Low catalyst and Throughput and Catalyst was (0.630). The results further show that the relationship between the three variables is statistically significant. Based on their path coefficient scores, it would appear that the influence of Low Morale and Low Catalyst on Throughput and Catalyst is significant. However, it seems very unlikely that the hypothesized path relationship between Low Catalyst and Throughput and Catalyst which is (0.354) is relatively weak compared to path relationship between Low Morale and Low Catalyst (0.985), and Low Morale on Throughput and Catalyst (0.630) but still significant. This is as the findings of SPSS explains that the path Coefficient is significant if it is above 0.015.

**Table 3. Path coefficient**

#### Path coefficient

Low Morale	Low Catalyst	Throughput & Sustainability
Low Morale	0.985097	0.354857
Low Catalyst		0.630448
Throughput & Catalyst		

### 5. Conclusions & Recommendations

#### 5.1 Conclusions

The results show that the relationship between the three variables is statistically significant. Based on their path coefficient scores, it would appear that the influence of Low Morale and Low Catalyst on Throughput and Catalyst is significant, so the research hypothesis stating that Low Morale and Low Catalyst affects Throughput and Catalyst and makes on limiting its consequences. The Real cause behind low employee morale can include uncertain business conditions, limited upward rewards, job security issues, lack of fair compensation policy, and excessive outsourcing policy.

#### 5.2 Recommendations

IT Management should ensure a positive work environment which encourages confidence, discipline, and willingness to perform the job in the best possible manner. IT HR Management should also work on strong and sustained compensation policies that bridge the gap between the payrolls of the employees. Management should work on increasing throughput by increasing employees' satisfaction through re-engineering systems and processes, providing education and training. Cheering practices that emphasis on learning of personal development competitive attitudes.

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