Larry's Story (Motivation in the workplace)

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**Larry's Change in his Work Performance**

Larry has been working for five years as a customer service representative in a large nationwide insurance company. His job was the evaluation of workers' compensation claims in California and Louisiana and provide them assistance in accessing services and financial resources. He has to work five days a week in 8 hours shift. He was married and his wife was a nurse. Management was happy with his performance as he was proficient at completing his work in a timely and quality manner. He was also made a part of one committee that had to give ideas for improving customer's trust and customer satisfaction. He worked enthusiastically and his given recommendations were appreciated by management. However, after one month of his tremendous performance, he started overseeing his tasks. He even wanted to find a new job. Few members also made a complaint about his lack of attention to their cases. Conversely, he was still very active with his kids and friends.

**Intrinsic and Extrinsic Motivation**

Larry has been working as a customer service representative for five years. He has same nature of work daily that results in producing dullness in his job. He needs the motivation to complete these tasks. This motivation can be intrinsic and extrinsic. Intrinsic motivation will help him complete his tasks for personal rewards (Hennessey, Moran, Altringer, & Amabile, 2015). He is required to set different achievable goals so he may get motivated to achieve them and may not get bored with the same routine. Moreover, extrinsic motivation will help him completing his tasks to avoid punishment or to get any reward (Dysvik & Kuvaas, 2012). In this regard, different incentives can be offered to him.

**Recommendations**

Larry is a hard worker but he is lacking the motivation to have a long-term career in an insurance company. The supervisor should help him in establishing his personal goals as well as setting different rewards for him to motivate him. In this way, they will not lose him.

References

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