

# Internal Assessment

## Achievement Standard 91383 v1

### Human Resource Issue

Name: Karen Chin.

Grade:

E

| Criteria  | Achieved | Merit | Excellence |
|---|----------|-------|------------|
| <b>Human Resource Issue</b>                                   |          |       |            |
| Human resource issue – linked to sources                      | ✓        |       |            |
| Causes of HR issue  |          |       | ✓          |
| Impact on stakeholders  |          | ✓     |            |
| <b>Solutions to HR Issue</b>                                  |          |       |            |
| Solution(s) Identified and explained                          | ✓        |       |            |
| Solutions linked to sources                                   |          | ✓     |            |
| <b>Recommendation</b>   |          |       |            |
| Best solution recommended                                     |          | ✓     |            |
| Recommendation is justified                                   |          |       | ✓          |
| <b>Sources</b>  |          |       |            |
| Bibliography/Referencing                                      |          |       | ✓          |
| Primary research – Interviews HR/CEO/Staff from two hierarchy |          |       | ✓          |

#### Business Knowledge and Maori business concepts

|  |  |  |   |
|--|--|--|---|
| Business Knowledge relevant to the suggested solution(s) |  |  | ✓ |
| Maori business concept(s) to the suggested solution(s)   |  |  |   |

The final grade of individual student may be based on a holistic judgement.

Comments:

- Report includes/incorporates sources throughout.
- Impact on employees & business described/identified.
- Recommendation is explained but not ~~ex~~ compared against other solutions.

Resub

Analyse a Human Resource issue affecting businesses.



Challenges in  
motivating staff  
in a multinational  
business.

AS. 91383 | Karen Chin | 08/08/14

Analyse a Human Resource issue affecting businesses.

## *Table of Contents*

|  |   |
|--|---|
| Description of the Human Resource Issue.....     | 3 |
| Possible Causes of the Human Resource Issue..... | 3 |
| Solutions.....                                   | 4 |
| Recommended Solution.....                        | 6 |
| Bibliography.....                                | 7 |
| Appendices.....                                  | 8 |

Analyse a Human Resource issue affecting businesses.

### **Description of the Human Resource issue**

Motivating staff is a problem that is faced in multinational businesses existing in New Zealand. (Dionne Christian 2014.) Motivation is a force inside, which cannot be forced upon, however done by self-motivation. People become motivated as they wish to obtain something they want from work. According to Dionne Christian, a survey was conducted on employee engagement in New Zealand, it highlighted that only “60% of employees did not feel motivated at work, and 16% felt actively disengaged, meaning that their unhappiness infused into everything they did at work” This makes it an imperative priority for employers in businesses to understand what motivates employees, to encourage productivity and discourage the unproductive behaviours from employees. (The New Zealand Herald.)

### **Possible causes of Human Resource issue:**

#### **Lack of Self Esteem:**

One reason for the lack of motivation could be brought up by the lack of self-esteem and confidence, which can mask the positives which the employees have to show. Low self-esteem can arise from personal issues of never being praised and appreciated for good work, leaving employees feeling devalued for any efforts inputted, and being scolded from past failures. According to Lynn Taylor (2012) “Overall, the most common reason that employees lose confidence is very simply because of a bad relationship with their boss. That insecurity will last as long as the relationship is strained.” Lack of self-esteem can also arise from negative thoughts, from comparing with others and believing that they don’t measure up to others. This leads to a fear of doing it wrong or rejection. By having this mindset, it can affect an employee at work as it limits productivity, as more time is spent over thinking which distracts the daily tasks. It lowers energy levels, which reduces the drive to do the best. It can also give a pessimistic outlook, which gives the employee the wrong idea of reality, which helps to cope with low self-esteem by underachieving, which only leads to a deeper feeling of discontentment and self-resentment. (Admin Secret. Monster, My Sahana.)

#### **Over Working:**

Overworking can be another reason for lack of motivation. Although most employees do feel enthusiastic when starting a new job, and the thought of more hours can sound pleasant. However after a while employees start to lose motivation to work, even with the amount of extra overtime pay. By doing the same work every day, over time can make a job become dull and also separate the employee from spending more time with family and friends. This can make employees feel more stressed and tired from working and balancing other commitments, so this creates a working environment that isn’t enjoyable to come to or spend extra hours in. (smallbusiness.chon)

#### **Immigrant Workers:**

Immigrant workers are often a family’s one source of support therefore they need to leave their own home to seek work in another foreign country. These immigrants can find it particularly hard to find jobs in their area of expertise even with qualifications and experience, as New Zealand may not recognize these. This shows that immigrant workers can suffer from lack of motivation, as they cannot find jobs in their areas of expertise. Workers then feel as if their hard efforts to gain a qualification have gone to waste, and then become demotivated by working somewhere unsatisfying such as Sales or retail in order to provide for themselves and for their families. Immigrant workers would also suffer from a language barrier and also a culture difference when coming into a new country making it harder. (Tabesh Foroughi Appendix 4)

#### **Consequences of Lack of Motivation:**

Employees that are not motivated can be of a potential consequence for stakeholders. According to Carol Deeb, by not being motivated can affect the business as the employee would not be

## Analyse a Human Resource issue affecting businesses.

putting in 100% productivity, this means that workers perform at a lower level. Other employees may feel as if they must work harder to compensate for unfinished tasks. This additionally brings down the motivation of other employers having to do extra work without any rewards. Poor customer service can arise as unmotivated employees would not have the energy or the patience for deal with customers, so consequently this affects the sales and gives the business a bad image, which can be further damaged by reaching online review sites. Unmotivated staff would end up resigning and seeking employment elsewhere, which results in an increased staff turnover, as the business would need to pay to recruit, hire and train new workers which take more time and added costs for the company. (Demand Media, Smallbusiness.chon, Classroom notes 28/07.)

### Possible Solutions to solve the Human Resource Issue:

#### Communication:

One possible solution to solve the issue of motivating staff in a multinational business would be by communicating and building employment relationships with staff, by running staff meetings, and ensuring that all management are accessible to staff. Kovach (1987) stated that "if a company found out why it's employees came to work on time, and stayed at the company productively working full time, then the company would be able to ensure all of it employees to behave in this way." Elton Mayo (1880-1949,) concluded that workers were not all only concerned about money or physical working conditions for motivation; however motivation was increased by having their social needs met at work, by cooperation and feeling part of a group. By businesses re-organizing their production by encouraging better communication between the managers and workers, greater involvement from managers, and group work within a company, would improve the productivity of employees within the workplace. Ana Vao, the manager of Pak'n'Save Glen Innes motivates her staff by building an employment relationship with her staff, as she believes by investing more time and creating a bond and learning about their personal life can make them feel more comfortable and open with any problems or suggestions. She also acknowledges staff that work extra shifts, and hard work by complimenting them and always saying "Thank You," to ensure their efforts and achievement have been recognised. As Managers are more involved with the wellbeing of the workers, it is easier to identify and solve issues and concerns that the workers may have. This can reinforce higher levels of motivation from employees by employers taking time to get to know them and listening to what they have to say. Management can provide feedback or carry out reflections on the staff's efforts and allow for employees to share any concerns or ideas. Employees would feel heard and valuable, so they feel more motivated to work in an environment where they feel as if they are working in a team, as they are comfortable talking with other staff and share ideas. It also allows for the employers to work out how to praise staff, and also what can make them annoyed. By increased communication it can allow for the management to recognize the employee's good efforts, which promotes loyalty, and minimizes staff turnover. Communication can also have its disadvantages, as management and employers can be busier with tighter schedule in multination firms so there isn't enough time to hold meetings to get to know all the workers. Another disadvantage would be that employees could come into disagreements and argue with each other and with management leading to tension resulting in disrupted work, preventing task completion. (Pak'n'Save Glen Innes Deli Kitchen Manager Ana Vao, Advanced Management Journal, EHow, Tutor2u, )

#### Provide an incentive scheme:

Another solution that employers could use to improve motivation is by providing an incentive scheme. Most people are motivated to become more productive as behaviours are usually driven with the desire for a reward, so areas of concern can be accomplished. Rewards like job promotions, or a raise are extrinsic and can play an important role in motivating employees. A less costly alternative could be by rewarding employees with gadgets or movie tickets or books to show appreciation to employees work. Rewards can also be Intrinsic, such as offering an employee of the month in the work place to recognise hard work and efforts. It promotes motivation, as workers would want to protect their title, Employee of the Month. Management could also offer more flexible hours and working at home to allow workers to spend more time with family and friends. Introducing an incentive scheme can encourage unmotivated individuals to increase their productivity, benefiting both staff and management. The Victor Vroom

## Analyse a Human Resource issue affecting businesses.

expectancy theory believed that the employee's motivation is dependent on how much an individual wants a reward. Employers could put the expectancy theory into practice by choosing the preferred outcomes to the aimed performance level. This expectancy is influenced by the factors such as possession of appropriate skills for performing the job, availability of the right resources, availability of important information, and getting the required support for completing the job. The most deserving employee would be rewarded for their performance. However the system would need to be fair and organization should design interesting challenges for the employees, with continuous assessment of motivational levels through surveys and questionnaires included to assess how the employees feel. However management must assure that promises of rewards are fulfilled and those employees are aware of this. Pak'n'Save rewards its staff at the end of the year for their hard work, by providing them with an end of the year Christmas dinner to allow everyone to feel as if they are a family and a team at the same time, and to show them that their efforts are acknowledged. Yearly feedback reviews are also provided to each staff which reflects on staff work, experience, and how they find the work environment. Although Incentives are costly, it does benefit the business as the amount spent can increase performance, as employees give their best performance, promoting success in the team as they all achieve motivation. By rewarding employees with a job promotion it allows the employees to feel important in a business with the increased challenges and responsibilities. The Incentives provided could also be disadvantaged by causing potential conflicts within the business, as individuals may feel that there is favoritism within employees that receive more rewards for their efforts. This can make employees feel resentful of those receiving larger rewards so they begin to feel they are being treated unfairly and taken advantage of, which impacts on the productivity negatively. Another disadvantage with incentives are that they can be time consuming and costly for the employers, and can also bring out greed in the workers who begin to use incentives as an excuse for hard work. This results in workers demanding for more each time. (Lab Manager, MANAGING HUMAN RESOURCES IN NEW ZEALAND, SECOND EDITION, Managementstudyguide.)

### Provide Training

Another possible situation to address to issue of motivating staff in a multination business would be for work places to implement training for staff, such as immigrant workers or staff lacking in skills. As stated in Maslow's Hierarchy of Needs, there are 5 different levels of needs; Self-Actualization is the highest level which is concerned with the personal development and seeking personal growth, with interest in fulfilling their peak potential. This could be achieved through offering special English courses for staff that have English as second language, and providing training for staff through mentors, as it would allow employees to have peak experiences where they feel happiness and excited from learning new things, taking on challenges, and feeling comfortable to communicate within a work place. It would also boost confidence levels of employees which have self-esteem issues due to language barriers, or lack in skills. Business would be able to provide its workers with the chance to develop their knowledge and skills, along with Management being able to provide leadership opportunities to highly skilled staff to mentor employees. This could also fit in with Maslow's Hierarchy of Needs, as self-actualized individuals are concerned with solving problems such as helping others, this would motivate higher skilled employees by having the sense of personal responsibility, contributing to their experienced skills and wisdom, which benefits the higher skilled employees as they have more responsibilities, and a sense of achievement. Employers are benefited as staffs are easier to understand and converse with, so they are able to contribute more to the work place, improving productivity which builds a better-qualified work place that correlates to staff becoming more skilled and motivated to learn new knowledge. However, employers can also be disadvantaged as they would need to work out how flexible their hours are, and whether arrangements could be carried out so training does not interfere with deadlines and work tasks. By providing English courses for workers who speak a second language can also impact negatively as immigrant workers may receive all the trainings and qualifications that they require and then resign for higher job opportunities increasing the staff turnover. (Humanresources.about.com, businessballs,

Analyse a Human Resource issue affecting businesses.

Recommended Solution:

The solution that would be most beneficial on all stakeholders involved would be for businesses to implement training within the work place for their staff, such as providing mentoring or offering special courses to enable workers to get the required qualifications they need, and to improve their English. Providing training within a work place does have its disadvantages, however the advantages outweigh this as it enables employees such as immigrant workers to gain a better understanding within a work place, which can benefit the employers as well by increasing the number of bilingual workers within a firm, and minimizing misunderstandings between staff. By providing mentoring and training for staff it also contributes to staff developing new skills and experience, and benefits the business by increasing the number of skilled workers. Communication and providing incentives can promote motivation, however the recommended solution is the best suited as it ensures that it reduces any possible disputes between staff, or any potential greed and jealousy that could arise. For businesses facing lack of motivation, by providing training it decreases lack of motivation within a firm such as issues involving lack of self-esteem or lack of skills, which increases the confidence and skills of the workers which would solve the issue of lack of motivation in a multinational business which is faced in New Zealand. Rewarding both employees and employers with long term gains, as workers develop more skills and knowledge and become more productive, and motivated in a work place.

Analyse a Human Resource issue affecting businesses.

### Bibliography

Millar, Sandy, (2000.) MANAGING HUMAN RESOURCES IN NEW ZEALAND, SECOND EDITION. New Zealand. Pearson Education New Zealand Limited.

Kovach, K. A. (1984.) Why Motivational Theories Don't Work. Advanced Management Journal, 45(2), 54-60.

P Harduar. (July 28 2014). Classroom Notes. Glendowie College, Auckland.

Terri Denise Register. Is Low Self Esteem Affecting Your Job? Retrieved on 28/07/14 from, <http://adminsecret.monster.com/benefits/articles/1887-is-low-self-esteem-affecting-your-job>.

George N. Root III. Factors for Lack of Motivation in the Workplace. Retrieved on 28/07/14 from, <http://smallbusiness.chron.com/factors-lack-motivation-workplace-11550.html>

Dionne Christian. 01/03/14. Worrying poll on staff engagement. The New Zealand Herald. Retrieved on 29/07/14 from, [http://www.nzherald.co.nz/business/news/article.cfm?c\\_id=3&objectid=11211737](http://www.nzherald.co.nz/business/news/article.cfm?c_id=3&objectid=11211737).

My Sahana. 18/04/12. Six Common Reasons for Lack of Motivation. Retrieved on 29/07/14 from, <http://www.mysahana.org/2012/04/six-common-reasons-for-lack-of-motivation/>.

Carol Deeb. Consequences of No Employee Motivation. Demand Media. Retrieved on 29/07/14 from <http://smallbusiness.chron.com/consequences-employee-motivation-41238.html>.

Ritchie Vargas. 17/09/2009. How to motivate your employees with incentives and recognition. Retrieved on 31/07/14 from <http://www.labmanager.com/management-tips/2009/09/how-to-motivate-your-employees-with-incentives-and-recognition?fw1pk=2#.U9i7Blaawds>.

eHow contributor. (Date Unstated). How to improve communication in the work place. Retrieved on 31/07/14 from, [http://www.ehow.com/how\\_2342446\\_improve-communication-workplace.html](http://www.ehow.com/how_2342446_improve-communication-workplace.html)

Susan M. Heathfield. (Date unstated). The 12 Best Ways to Do On-the-Job Training. Retrieved on 01/08/14 from, <http://humanresources.about.com/od/new/tp/provide-job-training.htm>.

Susan M. Heathfield. (Date unstated). Training Employees for Motivation and Retention. Retrieved on 01/08/14 from, [http://humanresources.about.com/od/training/a/training\\_dev.htm](http://humanresources.about.com/od/training/a/training_dev.htm).

Title page image. Retrieve on 03/08/14 from, <http://smartblogs.com/leadership/2011/04/18/12-ways-to-keep-your-employees-motivated-engaged-and-unified/>

Jim Riley. Last updated 23/09/12. Theories of Motivation. Retrieved on 08/08/14 from, [http://tutor2u.net/business/gcse/people\\_motivation\\_theories.htm](http://tutor2u.net/business/gcse/people_motivation_theories.htm)

(Author unstated). (Date unstated) Management Study Guide. Expectancy Theory of Motivation. Retrieved on 08/08/14 from, <http://www.managementstudyguide.com/expectancy-theory-motivation.htm>

Kendra Cherry. (Date unstated) What is Self-Actualization? About.com Psychology. Retrieved on 08/08/14 from, [http://psychology.about.com/od/theoriesofpersonality/a/hierarchyneeds\\_2.htm](http://psychology.about.com/od/theoriesofpersonality/a/hierarchyneeds_2.htm)

(Author unstated). (Date unstated). Maslow's Hierachy of Needs. Business Balls. Retrieved on 08/08/14 from, <http://www.businessballs.com/maslow.htm>



Analyse a Human Resource issue affecting businesses.

### Appendices:

#### **Appendix 1:**

##### Interview for Employee Carol Diaz

The information collected from this questionnaire is solely for the use in Business Studies Level 3 Internal AS 91383. All information that is collected will only be seen by myself, and the teachers marking it. Any personal details will be kept anonymous. You may choose to not answer some of the questions if you do not want to, however it would be of a great help if you could answer as many questions as possible. Thank you for your time.

**1) Please score the following statements as either:**

**1=Strongly Agree, 2=Agree, 3=Not Sure/Neutral, 4=Disagree, 5=Strongly Disagree**

- a) I am happy with my job. 2
- b) I feel motivated to do my job to the best of my ability. 2
- c) I put in as much effort as possible into my job. 1
- d) I am happy with my workplace and its conditions. 2
- e) I have a good relationship with the other employees. 1
- f) I have a good relationship with my manager. 1
- g) I believe my manager cares about my wellbeing (e.g. informs me about what is going on and thanks me for my work and/or notices me when I perform well). 2
- h) There is sufficient variety in my job to keep me interested. 1
- i) We are all asked to contribute ideas to the business. 3
- j) My pay is competitive and reflects the level of work I am required to perform. 4

**2) What are some of the main factors that motivate you in this job?**

The people at the job motivate me, and make me feel as if im working with a new family.

**3) Do you have a good relationship with the other employees and/ or your manager outside of work? What sort of activities do you engage in with them outside work?**

Yes, Once every 3-4 months.

**4) What are some possible changes you would like to see being implemented in the work place to help motivate you more?**

No

**5) Are any incentives provided to motivate you at work?**

Basic 3 month job training, Christmas end of the year dinners, and celebration dinners for achievements such as Pak'n'save with the best customer service in New Zealand. Feedback review is provided every year, so I feel comfortable to talk about any issues that arise, reflect on staff work, experience, and how I find the work place.

#### **Appendix 2:**

##### Interview for Manager of Pak'nSave Glen Innes

##### Ana Vao (Deli Kitchen Manager)

The information collected from this questionnaire is solely for the use in Business Studies Level 3 Internal AS 91383. All information that is collected will only be seen by myself, and the teachers marking it. Any personal details will be kept anonymous. You may choose to not answer some of the questions if you do not want to, however it would be of a great help if you could answer as many questions as possible. Thank you for your time.

Analyse a Human Resource issue affecting businesses.

**1) What do you expect from workers in Deli Kitchen?**

It is important to have very good customer service skills when working in deli because customers is our first priority. Cleaning skills is also required to be up to the foodstuff standard and to always follow the company's policy and procedures.

**2) How is your relationship with your employees at work and also outside of work? Do you engage in any social activities with your employees both in and/or out of work (if so, please give some examples)?**

My Relationship with employees remains professional within the business but also friendly outside of work. Social activities we engage and are work functions eg christmas parties, movie nights and birthdays

**3) How often do you give employees feedback and share ideas with them? Do you ever listen to their feedback or ideas concerning the business?**

Feedback and ideas from employees and employer is almost given at all times. New ideas are always considered and there is always room for improvement

**4) Please score the following statements as either:**

**1=Strongly Agree, 2=Agree, 3=Not Sure/Neutral, 4=Disagree, 5=Strongly Disagree**

1. I am happy with my job. 2
2. I feel motivated to do my job to the best of my ability. 2
3. I put in as much effort as possible into my job. 1
4. I am happy with my workplace and its conditions. 2
5. I have a good relationship with the other employees. 1
6. I have a good relationship with my manager. 2
7. I believe my manager cares about my wellbeing (e.g. informs me about what is going on and thanks me for my work and/or notices me when I perform well). 1
8. There is sufficient variety in my job to keep me interested. 1
9. We are all asked to contribute ideas to the business. 1
10. My pay is competitive and reflects the level of work I am required to perform. 2

**5) What are some of the main factors that motivate you in this job?**

Main factors that motivate me are the customers. mainly because this it is interesting how they think and shop, also the other skills I learn from being a manager motivates me for example, negotiating, buying, and coming up and selling products with a new promotion idea

**6) Do you have a good relationship with the other employees and/or your manager outside of work? What sort of activities do you engage in with them outside work?**

Relationship with other employees outside of work is average because I am from a different age group and the youngest manager so our idea of fun is different.

**7) What are some possible changes you would like to see being implemented in the workplace to help motivate you more?**

More staff sports activities

**8) What ways do you motivate your staff?**

Saying thank you when a staff is doing extra shifts and working outside their rostered hours, recognition of achievements and working extremely hard, getting to know the worker about their personal life to make a connection with the employees so they feel comfortable to come to me if there are any problems.

**Appendix 3:**

Interview for Tabesh Foroughi

Analyse a Human Resource issue affecting businesses.

The information collected from this questionnaire is solely for the use in Business Studies Level 3 Internal AS 91383. All information that is collected will only be seen by myself, and the teachers marking it. Any personal details will be kept anonymous. You may choose to not answer some of the questions if you do not want to, however it would be of a great help if you could answer as many questions as possible. Thank you for your time.

1) **Which country did you immigrate from?**

I left Iran for an opportunity to have a better life for me and my family, with better job opportunities in the United States of America. Later I then left for New Zealand.

2) **Did you have any previous qualifications?**

Previously had some qualifications in Technical drawings, for electronics.

3) **Were those qualifications recognized?**

These qualifications were not recognized in both New Zealand and the United States of America.

4) **What job did you get into?**

I needed to find a job in order to provide for myself and my family, so I got a job at the local Gas Station and later on a casual job as a taxi driver.

5) **Did you feel motivated in your job?**

I did not feel any motivation at the gas station job, as I felt like my hard work getting a qualification did not benefit my future, leaving me to start over again in a job which I did not enjoy. It left me feeling frustrated as I couldn't communicate with the customers or my boss that well.

6) **Was anything offered or put in place to make you motivated?**

When working at the gas station, the hours were long and tiring, there was also a difficulty in communication due to the language barrier from Iran to America and New Zealand. This made it harder to work to the best of my ability as I felt like I couldn't communicate with customers. Therefore there wasn't that much that was offered at the time, apart from earning some money to provide for myself and my family.

The solution that I believe would be most beneficial on all stakeholders involved, would be for businesses to implement training within the work place for their staff, such as providing mentoring or offering special courses to enable workers to get the required qualifications they need, and to improve their English.

Providing training within a work place does have its disadvantages; however the advantages outweigh this as it enables employees such as immigrant workers to gain a better understanding within a work place, which can benefit the employers as well by increasing the number of bilingual workers within a firm, and minimizing misunderstandings between staff. By providing mentoring and training for staff it also contributes to staff developing new skills and experience, and benefits the business by increasing the number of skilled workers. Solution one is communication, which can be of a great motivator within a work place. This is because it allows for workers to feel good in the environment they are working in as they are constantly being praised for the good things that they do, and it allows for bosses to find out about what works well with their employees. However this may be very difficult in large multinational co-operations, as employers tend to be a lot busier, along with potential conflicts arising which can affect the work place by disrupting employees. Solution two is providing an incentive scheme; this can help promote productive behaviours as workers as it means that employees have a goal to work towards so they feel more motivated in a work place. This allows employees to also feel appreciated for the work they have done. However by providing incentives it can be costly especially when in a multinational company as there would be a large amount of workers. However it would also mean employees would feel resent towards those that receive more rewards for the same amount of effort input, as it would mean that efforts would not be recognised. This can bring upon feelings of jealousy and cause potential conflicts within a work place.

Providing communication and providing training both allow a large amount of communication and constantly being around other employees. Both motivational solutions consume a lot of time from both employees and employers as it would require a lot of efforts to get to know the employees, and to train the staff. However by providing communication it does not always mean that employees would be on task, more time could be spent with communicating about unrelated work issues. However by providing training it ensures that the communication involved would mostly be work related, as employers could still acknowledge and appreciate the higher qualified employees along with the gain in specialised skills.

Providing an incentive scheme and providing training both require large amount of money to fund these motivational solutions. However by providing an incentive scheme it would mean ~~constant~~ continuous rewards to motivate staff; when providing training in a work place, worker can grow and develop skills which can be used to also improve the businesses, and allows the productivity of workers to improve in different fields as they are more specialised.

Communication and providing incentives can promote motivation; however Solution three is the best recommended solution as a motivational solution as it ensures that it reduces any possible disputes between staff, or any potential greed and jealousy that could arise. For businesses facing lack of motivation, providing training decreases the lack of motivation within a firm such as issues involving lack of self-esteem or lack of skills, as it can increase the confidence and skills of the workers which would solve the issue of lack of motivation in a multinational business which is faced in New Zealand. Rewarding both employees and employers with long term gains, as workers develop more skills and knowledge so they become more productive, and motivated in a work place.