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The impact of the acting policy on employee motivation and performance in Transnet

Baloyi, Nhluvuko

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ABSTRACT

This research was aimed at identifying and discerning how intrinsic and extrinsic motivational factors, as well as inherent traits of an acting policy affects employee motivation and performance at Transnet.

This qualitative study adopted a descriptive research design. A non-probability sampling technique and consecutive sampling were selected to identify study participants. A sample from Transnet Engineering (TE) provided data via a questionnaire using a Likert Scale. Results analysis was conducted through; SPSS and Excel.

Data obtained from this research, concluded that intrinsic factors associated with Transnet's acting policy, have a positive influence on employee motivation and performance, contrary to extrinsic factors and inherent traits of the acting policy.

This research recommends that Transnet should exploit intrinsic factors such as growth, career progression, and responsibility as an approach for developing positive employee motivation. Extrinsic factors such as compensation, communication and leadership should not be withheld from employees as their absence has a tendency to leave employees frustrated and demotivated.

KEY WORDS: Job motivation, intrinsic motivational factors, extrinsic motivational factors, acting policy.