

My BUSINESS

YOUR GUIDE TO DOING BUSINESS ON THE COAST

Research shows money is not the only thing that motivates employees. Feedback, upskilling and job challenges can have long-lasting benefits

STAFF SAY SHOW US THE BENEFITS

It seems like staff motivation has been tossed on the scrapheap of recession casualties along with other supposedly costly things such as advertising, research and development, product refinement, security, insurance and adding workers to the payroll.

But a new study has found that motivation is regarded as more important than money by most and can in fact cost next to nothing.

The Queensland University of Technology research found non-monetary perks and irks played a critical role in motivating staff.

"My research found that there was a willingness for employees to work harder and to direct their effort for improved effectiveness and performance when they were challenged in their job and had positive relationships with co-workers," said PhD researcher Robyn Morris, from QUT's School of Management.

"It is recognised that organisations need employees who are willing to supply discretionary work effort – that is, extra time, intensity and direction.

"By building up perks like job challenges, having good relationships with co-workers and supervisors, as well as an organisation that recognises performance and provides flexibility, employers can encourage work effort."

Ms Morris said negative work environments often occurred because people were promoted into supervisory positions because of their technical skills, or purely because of the length of time they had spent at the same company.



ON THE JOB: Zoe Jones, from Ripple Massage and Beauty, gives Brenna Craven, from Riverview Accounting at Cotton Tree, a massage at work. Research has shown that non-monetary perks, like a bit of staff pampering, are great for motivating staff.

PHOTO: BRETT WORTMAN/184107

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FIVE MINUTES

with Kaitlyn Akers

AGED 37, transactional relationship manager for Sunshine Coast region of Westpac Commercial Banking, club captain of Mudjimba SLSC, vice president SC Business Women's Network, Sunshine Coast Board of Lifesaving Member, EMBA student USC, Professional Business Woman of the Year 2007, mentor, mother, wife, daughter, friend.

To me, business is...acting with integrity, building relationships, taking a thoughtful approach to all you produce.

My first job, or rather work, was...on my parents' property, mustering, fencing, driving the dozer, planting grass. It taught me that while some things are outside our control, we can control our attitude and experience while we are doing them.

My biggest failure was...not recognising the importance of education early enough. This cost me choice and possibility and has made me appreciate and value it today.

My biggest success...came out of my biggest failure. I realised that focusing on the moment you are living in is truly empowering, and if you truly want something there are many ways to make it happen.

The greatest risk I ever took was...opening my heart to someone else and marrying young, but sometimes you just get a feeling about people and 16 years later, he is the best risk I have even taken.

The best advice I ever got was...good manners open doors, but you get to choose when and how you use them.

When times are good, I...can taste the possibility and I am celebrating the success of others.

When times are bad, I...become resilient and resourceful.

I am reading...Innovation and Creative Decision Making for uni, and Eat Pray Love for fun.

I really wish...my brain would catch up with my situation and give me a witty and quick response when I really need it as opposed to 10 minutes later when the moment has passed. I also wish I could stop my mother's pain at my father's suffering as he loses his memory and self after an aneurysm.

I could not live without...music to lift my spirit, friends to challenge me and share my joy of life, and a really good cup of tea at the end of a long day.

The thing not many people know about me is...I was pathologically afraid of water until I learnt to swim at 10 years old and now have swum the first leg of the Special School Charity Swim for my team.

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