# Improving Employee Morale: Essential in Leading to Up-Gradation of Overall Organizational Structure

## Radhika Kapur

*Abstract: In all types of organizations, human resources are regarded as the assets. These are required to make use of their educational qualifications, skills and abilities in an effective manner. Hence, individuals in leadership positions need to be augment information in terms of different factors, which are facilitating in improving employee morale. Within the working environment, all types of measures are required to be put into operation, which are necessary in making the workplace comfortable. Some of the factors include, making provision of infrastructure, amenities and facilities; managing resources in an effective manner; implementing grievance redresser procedures and so forth. Furthermore, measures need to be put into operation, which are facilitating in leading to up-gradation of motivation and concentration levels towards implementation of tasks and activities. All the members, belonging to all job positions in the hierarchy are required to put emphasis on implementing all the factors, which would be facilitating in improving employee morale. The improvements in employee morale are the key in the achievement of organizational goals and leading to up-gradation of overall structure of the organizations. Hence, this task needs to be put into operation throughout one's jobs. Therefore, it is well-understood that improving employee morale is essential in leading to up-gradation of overall organizational structure. The main concepts that are taken into account in this research paper are, understanding the meaning and significance of improving employee morale, objectives of improving employee morale and measures to be put into practice in improving employee morale.*

*Keywords: Effectiveness, Employee Morale, Improving, Job Duties, Methodologies, Organizations, Up-gradation*

## I. INTRODUCTION

The organizations are of different types, i.e. educational institutions of all levels, training centres, production and manufacturing organizations, services organizations, agencies, non-government organizations and so forth. In all types of organizations, human resources are regarded as the assets. They are to make use of their educational qualifications, competencies, and abilities in an effective manner. The individuals in leadership positions need to be well-informed in terms of measures of improving employee morale [1] [2].

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The morale is honing determination, optimism, confidence and self-esteem among employees. Throughout the implementation of job duties and responsibilities, they need to be well-informed in terms of organizational goals and objectives (Morris, 2008). Furthermore, one needs to be well-aware in terms of ways of achieving these in a well-organized and regimented manner. The individuals need to put into operation effective communication processes. These are the key in augmenting information in terms of various types of subjects and concepts; exchanging different types of ideas and viewpoints; obtaining answers to all types of questions that are overwhelming and clarifying doubts in terms of various types of subjects and concepts. Therefore, implementing effective communication processes is regarded as vital in improving employee morale [3].

The individuals, belonging to all job positions need to generate awareness in terms of their job duties and responsibilities. These are manageable and complicated; these are put into operation in more amount of time or can be less time consuming and these are put into operation on one's own or through obtaining support and assistance from other members. Hence, throughout the implementation of job duties, one needs to augment information in an effective manner. Furthermore, all the members are required to inculcate the traits of morality, ethics, diligence, and conscientiousness (Tobias, n.d.). The acknowledgment and implementation of these traits is facilitating in carrying out all types of job duties and responsibilities in a satisfactory manner. Furthermore, one will be able to render an important contribution in coping with different types of problems and challenging situations. In addition, these are prevented from giving rise to impediments within the course of generation of desired outcomes. Therefore, being informative in terms of different types of job duties and responsibilities is an essential factor, which is facilitating in improving employee morale [4].

### A. Understanding the Meaning and Significance of Improving Employee Morale

In order to carry out all types of job duties and responsibilities in an adequate manner, it is of utmost significance to be well-informed in terms of different types of methodologies and procedures. One needs to acquire an efficient understanding of these and get engaged in regular practice. Furthermore, one needs to inculcate the traits of morality, ethics, diligence, and conscientiousness. The acknowledgment and implementation of these traits is facilitating in carrying out all types of job duties and responsibilities in a satisfactory manner [5].

Hence, strengthening of these traits is facilitating in meeting the expectations of individuals in leadership positions.

Furthermore, one will be able to render an important contribution in overcoming different types of setbacks. In addition, these are prevented from giving rise to impediments within the course of doing well in one's job duties and generation of desired outcomes.

As a consequence of being well-aware in terms of different types of methodologies and procedures, one will render an important contribution in honing determination and commitment levels. Furthermore, one will hone motivation levels in order to do well in one's job duties and achieve desired goals and objectives. Therefore, individuals are able to acquire an efficient understanding of the meaning and significance of improving employee morale, when they are well-equipped in terms of different types of methodologies and procedures.

With advancements taking place and with the advent of modernization and globalization, one needs to be well-informed in terms of different types of modern, scientific and innovative methods and materials. The utilization of these in an effective manner is doing well in one's job duties and generation of desired outcomes. The different types of these methods and materials are, utilization of charts, graphs, maps, pictures, images, models, designs, structures, devices, tools, apparatus, machinery, equipment and various types of technologies. All the members of the organizations need to be well-informed in terms of ways of managing these in an effective manner. One of the important aspects that needs to be taken into account is, wastage is prevented. Furthermore, one will render an important contribution in meeting the expectations of individuals in leadership positions.

One needs to acquire an efficient understanding of these and get engaged in regular practice. Furthermore, one needs to inculcate the traits of morality, ethics, diligence, and conscientiousness. The acknowledgment and implementation of these traits is facilitating in carrying out all types of job duties and responsibilities in a satisfactory manner. Hence, in all fields, when employees are well-informed in terms of these, they are rendering an important contribution in improving employee morale. Therefore, one is able to acquire an understanding of the meaning and significance of improving employee morale, when they are well-equipped in terms of different types of modern, scientific and innovative methods and materials.

It is understood on a comprehensive basis that all the members, irrespective of their job positions in the hierarchy get overwhelmed by different types of problems and challenging situations. The different factors in terms of which these are experienced are, job duties, responsibilities, methodologies, procedures, techniques, approaches, work pressure, unawareness in terms of various factors, scarcity of financial, human, technical, material and information resources, lack of infrastructure, amenities and facilities, experiencing of various types of criminal and violent acts and so forth. The employees need to be well-informed in terms of ways of solving different types of problems. Furthermore, these are prevented from giving rise to impediments within the course of doing well in one's job duties and generating desired outcomes.

Within the organizations, there should be implementation of grievance redresser procedures. Through these procedures, employees have the right to redress their grievances. The main reason being, these can be solved on their own by the employees or they are required to obtain help and support from other individuals. The employees have one of the major goals of doing well in their job duties and responsibilities. For this purpose, they are required to feel comfortable within the workplace. This will be facilitating in leading to up-gradation of motivation and concentration levels towards carrying out their job duties and responsibilities in a satisfactory manner. One of the important aspects is, individuals will promote a normal mind-set and cope with psychological problems of anger, stress, anxiety, frustration and depression in an effective manner. Therefore, an understanding of the meaning and significance of improving employee morale is acquired, when there are grievance redresser procedures.

**B.        Objectives of Improving Employee Morale**

All the members of the organizations are to make use of their educational qualifications, competencies, and abilities in a satisfactory manner. The individuals in leadership positions need to be well-informed in terms of measures of improving employee morale (Crocker, 2004). The morale is referred to putting emphasis on honing determination, optimism, confidence and self-esteem among employees. Throughout the implementation of job duties and responsibilities, they need to be well-informed in terms of organizational goals and objectives. Furthermore, one needs to be well-aware in terms of ways of carrying these out in a well-organized and regimented manner. The individuals need to put into operation effective communication processes.

One of the important aspects, which all members, belonging to all job positions need to put emphasis on is, they need to reinforce a constructive approach. As a consequence, one will be able to form positive viewpoints in terms of all factors and individuals, whom one is working and dealing with. In this manner, they are rendering an important contribution in putting in their best efforts in carrying out tasks and activities in a satisfactory manner. In other words, one will be able to carry out different types of job duties and responsibilities in accordance to expectations of individuals in leadership positions. When conducting research on employee morale, one needs to be well-equipped in terms of objectives of improving employee morale. These are stated as follows:

1. Implementing effective communication processes.
2. Reinforcing a constructive approach.
3. Forming positive viewpoints regarding various factors and individuals.
4. Making wise and productive decisions in terms of various areas.
5. Being well-informed in terms of job duties and responsibilities.
6. Being informative regarding methodologies and procedures.
7. Utilizing modern, scientific and innovative methods and materials.
8. Taking out sufficient time for all job duties and responsibilities.

9. Augmenting various types of skills and abilities.
10. Implementing grievance redresser procedures.
11. Inculcating the traits of morality and ethics.
12. Implementing the traits of diligence, resourcefulness and conscientiousness.
13. Depicting the traits of helpfulness and co-operation.
14. Possessing an approachable nature and an amiable attitude.
15. Putting in efforts to one's best abilities.
16. Possessing the abilities to work under stress.
17. Providing solutions to various types of problems in a satisfactory manner.
18. Managing financial, human, technical, material and information resources.
19. Making provision of various types of infrastructure, amenities and facilities.
20. Creating an amiable and pleasant environment within workplace.

### C. Measures to be Put into Practice in Improving Employee Morale

Within all types of organizations, all types of job duties and responsibilities are put into operation, when employees make use of their educational qualifications, competencies, and abilities in a satisfactory manner. They will be able to do well in their job duties and responsibilities and meet the expectations of individuals in leadership positions, when they are wholeheartedly determined towards different types of job duties and responsibilities (Community-based Participatory Research, 2012). The human resources are required to form positive viewpoints and put in their wholehearted efforts towards carrying out different types of tasks and activities in an adequate manner.

The individuals in leadership positions need to put in their efforts in improving employee morale. They need to augment their information in terms of measures, which would be facilitating in improving employee morale. All the measures are required to be put into operation in a well-organized and satisfactory manner. One of the important aspects that needs to be taken into account is, positivity needs to be reinforced in all types of measures. Furthermore, individuals need to put these into operation in a well-organized and satisfactory manner. Therefore, measures to be put into practice in improving employee morale are stated as follows:

### D. Implementing Effective Communication Processes

All the members, irrespective of their job positions in the hierarchy need to implement effective communication processes. The individuals need to put into operation effective communication processes in order to do well in their job duties. These are the key in augmenting information in terms of various types of subjects and concepts; exchanging different types of ideas and viewpoints; obtaining answers to all types of questions that are overwhelming and clarifying doubts in terms of various types of subjects and concepts. Furthermore, all the members need to be well-informed in terms of communication ethics, i.e. making use of polite language and decent words; treating others with respect and courtesy; making provision of factual information; depicting the traits of helpfulness and co-operation and possessing an approachable nature and an amiable attitude.

The implementation of effective communication processes is regarded as vital in improving employee morale. The communication processes takes place in a verbal and written form. Verbal communication takes place face to face or over the phone, whereas, written communication takes place through exchanging messages and emails. This is regarded as essential in bringing about improvements in employee morale. One of the important aspects that needs to be taken into account is, individuals need to be well-informed in terms of meaning and significance of constructive approach. Therefore, implementing effective communication processes is regarded as one of the indispensable measures to be put into practice in improving employee morale.

### E. Being well-informed in terms of Job Duties and Responsibilities

The individuals, belonging to all job positions need to generate awareness in terms of their job duties and responsibilities. These are manageable and complicated; these are put into operation in more amount of time or can be less time consuming and these are put into operation on one's own or through obtaining support and assistance from other members. Hence, throughout the implementation of job duties, one needs to augment information in an effective manner. Furthermore, all the members are required to inculcate the traits of morality, ethics, diligence, and conscientiousness. The acknowledgment and implementation of these traits is facilitating in carrying out all types of job duties and responsibilities in a satisfactory manner. Furthermore, one will be able to render an important contribution in coping with different types of problems and challenging situations. In addition, these are prevented from giving rise to impediments within the course of generation of desired outcomes. Hence, being informative in terms of different types of job duties and responsibilities is an essential factor, which is facilitating in improving employee morale. Therefore, being well-informed in terms of job duties and responsibilities is one of the significant measures to be put into practice in improving employee morale.

### F. Being Informative Regarding Methodologies and Procedures

In order to carry out all types of job duties and responsibilities in an adequate manner, it is of utmost significance to be well-informed in terms of different types of methodologies and procedures. One needs to acquire an efficient understanding of these and get engaged in regular practice. Furthermore, one needs to inculcate the traits of morality, ethics, diligence, and conscientiousness. The acknowledgment and implementation of these traits is facilitating in putting into operation different types of methodologies and procedures in an appropriate manner. Hence, strengthening of these traits is facilitating in meeting the expectations of individuals in leadership positions.

Furthermore, one will be able to render an important contribution in overcoming different types of setbacks. In addition, these are prevented from giving rise to impediments within the course of doing well in one's job duties and generation of desired outcomes.

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As a consequence of being well-aware in terms of different types of methodologies and procedures, one will render an important contribution in honing determination and commitment levels. Furthermore, one will hone motivation levels in order to do well in one's job duties and achieve desired goals and objectives. Therefore, being informative regarding methodologies and procedures is an expedient measure to be put into practice in improving employee morale.

### G. Utilizing Modern, Scientific and Innovative Methods and Materials

With the advent of modernization and globalization, one needs to be well-informed in terms of different types of modern, scientific and innovative methods and materials. The utilization of these in an effective manner is doing well in one's job duties and generation of desired outcomes. The different types of these methods and materials are, utilization of charts, graphs, maps, pictures, images, models, designs, structures, devices, tools, apparatus, machinery, equipment and various types of technologies. All the members of the organizations need to be well-informed in terms of ways of managing these in an effective manner. One of the important aspects that needs to be ensured is, wastage is prevented. Furthermore, one will render an important contribution in meeting the expectations of individuals in leadership positions.

One needs to acquire an efficient understanding of these and get engaged in regular practice. Furthermore, one needs to inculcate the traits of morality, ethics, diligence, and conscientiousness. The acknowledgment and implementation of these traits is facilitating in carrying out all types of job duties and responsibilities in a satisfactory manner. Hence, in all fields, when employees are well-equipped in terms of these, they are rendering an important contribution in improving employee morale. Therefore, utilizing modern, scientific and innovative methods and materials is an eminent measure to be put into practice in improving employee morale.

### II. AUGMENTING SKILLS AND ABILITIES

Throughout the implementation of job duties, the individuals need to put emphasis on augmenting skills and abilities. The different types of skills that need to be honed are, communication skills, decision-making skills, time-management skills, analytical skills, critical-thinking skills, problem-solving skills, technical skills, creative skills, negotiation skills, leadership skills, professional skills, personal skills, presentation skills, intellectual skills, artistic skills, and public-speaking skills. On the other hand, abilities, which need to be honed are, convincing, persuasion, planning, organizing, directing, controlling, co-ordinating, emotional intelligence, systems thinking, possessing the abilities to work under stress, putting in efforts to one's best abilities, coping with different types of dilemmas and challenging situations in a well-organized manner and carrying out all tasks and activities in an appropriate manner.

The individuals in leadership positions are implementing ways that would render an important contribution in leading to up-gradation of skills and abilities among human resources. The acknowledgement of implementation of

different types of techniques, which would be facilitating in augmenting various types of skills and abilities is regarded as vital in improving employee morale. One of the important aspects that needs to be taken into account is, these need to be put into operation in a moral and ethical manner. Therefore, augmenting skills and abilities is a meaningful measure to be put into practice in improving employee morale.

### A. Implementing Grievance Redresser Procedures

All the members, irrespective of their job positions in the hierarchy get overwhelmed by different types of dilemmas. The different factors in terms of which these are experienced are, job duties, responsibilities, methodologies, procedures, inability to understand various factors, scarcity of financial, human, technical, material and information resources, lack of infrastructure, amenities and facilities, experiencing of various types of criminal and violent acts and so forth. The employees need to be well-informed in terms of ways of solving different types of problems. Furthermore, these are prevented from giving rise to impediments within the course of doing well in one's job duties.

Within the organizations, there should be implementation of grievance redresser procedures. Through these procedures, employees have the right to redress their grievances. The main reason being, these can be solved on their own by the employees or they are required to obtain help and support from other individuals. The employees have one of the major goals of doing well in their job duties and responsibilities. This will be facilitating in leading to up-gradation of motivation and concentration levels towards carrying out their job duties and responsibilities in a satisfactory manner. One of the important aspects is, individuals will cope with psychological problems of anger, stress, anxiety, frustration and depression in an effective manner. Therefore, implementing grievance redresser procedures is a worthwhile measure to be put into practice in improving employee morale.

### B. Inculcating the Traits of Morality and Ethics

The inculcation of traits of morality and ethics is regarded as vital in bringing about improvements in employee morale. These traits are facilitating in differentiating between appropriate and inappropriate factors; depicting the traits of helpfulness and co-operation; possessing an approachable nature and an amiable attitude; augmenting awareness in terms of job duties and methodologies; reinforcing the traits of honesty, efficiency and truthfulness; putting in efforts to one's best abilities; possessing the abilities to work under stress; promoting well-being and goodwill of others; developing mutual understanding with each other and creating an amiable and pleasant environment within workplace. As a consequence of acknowledging and implementing all these factors, improvements will be brought about in employee morale.

The individuals in leadership positions are vested with the authority and responsibility of imparting information among the workforce in terms of all these factors.

In this manner, they are rendering an important contribution in bringing about improvements in employee morale. Furthermore, one will hone motivation levels in leading to up-gradation of overall structure of the organizations. As a consequence, all the members will render an important contribution in incurring the feeling of job satisfaction and retaining their jobs. Therefore, inculcating the traits of morality and ethics is a vital measure to be put into practice in improving employee morale.

### C. Implementing the Traits of Diligence, Resourcefulness and Conscientiousness

Implementing the traits of diligence, resourcefulness and conscientiousness is regarded as vital in bringing about improvements in employee morale. When the job duties and responsibilities are complicated and tedious, the acknowledgement and implementation of these traits are facilitating in carrying out tasks and activities in a satisfactory manner. One of the important aspects of these traits is, one will be able to cope with different types of dilemmas and challenging situations in a satisfactory manner. Furthermore, these need to be prevented from giving rise to impediments within the course of doing well in one's job duties. Hence, throughout one's jobs, all the members, irrespective of their job positions in the hierarchy need to acknowledge and implement these traits. The individuals in leadership positions are vested with the authority and responsibility of imparting information among the workforce in terms of all these traits. In this manner, they are rendering an important contribution in bringing about improvements in employee morale. Furthermore, one will hone motivation and enthusiasm levels in leading to up-gradation of overall structure of the organizations. As a consequence, all the members will render an important contribution in incurring the feelings of pleasure and contentment. This is essential in putting in efforts to one's best abilities in generating desired outcomes. Therefore, implementing the traits of diligence, resourcefulness and conscientiousness is a crucial measure to be put into practice in improving employee morale.

### D. Providing Solutions to Various Problems

All the members, irrespective of their job positions in the hierarchy experience various types of problems within the course of putting into operation their job duties and responsibilities. The different factors in terms of which these take place are, job duties, responsibilities, methodologies, procedures, inability to understand various factors, scarcity of financial, human, technical, material and information resources, lack of infrastructure, amenities and facilities, experiencing of various types of criminal and violent acts and so forth. The employees need to be well-informed in terms of ways of solving different types of problems. Furthermore, these are prevented from giving rise to impediments within the course of doing well in one's job duties.

In order to solve all types of problems, one needs to put emphasis on honing problem-solving skills. These are the skills, which are facilitating in identifying the causes of problems. After the causes have been identified, one needs to put into operation the solutions in an effective manner. As a consequence of implementing ways that would be facilitating in improving employee morale, one will be able to cope with various types of problems in an effective manner.

Furthermore, these are prevented from assuming a major form. Therefore, providing solutions to various problems is a productive measure to be put into practice in improving employee morale.

## III. MANAGING RESOURCES

The management of resources is regarded as vital in bringing about improvements in employee morale. The different types of resources that need to be managed are, financial, human, technical, material and information. The financial resources are the monetary resources. These are regarded as the key in making purchases of various items, acquiring services of service providers, bringing about changes in various factors and fulfilling various types of needs and requirements. The human resources are the personnel. They are required to make use of their educational qualifications, skills and abilities in an adequate manner. The technical resources are various types of technologies, i.e. computers, lap-tops, I pads, scanners, printers, photo-copiers, audio-visual aids and so forth. The material resources are, tools, devices, apparatus, equipment, machinery and gear.

The information resources are, books, articles, reports, projects, magazines, newspapers, other reading materials and internet. The internet is regarded as one of the prominent sources that is utilized in order to generate information in terms of various subjects and concepts. The management of resources is regarded as essential in order to bring about improvements in employee morale (Code of Ethical Conduct, 2004). The main reason being, individuals will be able to carry out their job duties and responsibilities in a satisfactory manner. Therefore, managing resources is a prolific measure to be put into practice in improving employee morale.

### A. Providing Infrastructure, Amenities and Facilities

Making provision of infrastructure, amenities and facilities is regarded to be of utmost significance in bringing about improvements in employee morale. These are essential in making working environmental conditions comfortable. Furthermore, one will be able to lead to up-gradation of motivation levels towards generating desired outcomes. The various types of infrastructure, amenities and facilities are, power supplies, internet, water supplies, restrooms, clean drinking water, heating and cooling equipment in accordance to the weather conditions, communication networks, ramps, elevators, furniture, parks, buildings, and overall environmental conditions. The management of financial resources is regarded as vital in making provision of infrastructure, amenities and facilities. Furthermore, one needs to acquire the services of service providers, i.e. electric workers, repair workers, plumbers, carpenters, painters, gardeners and so forth. As a consequence of making provision of infrastructure, amenities and facilities, one will render an important contribution in creating amiable working environmental conditions. Furthermore, one will feel comfortable and lead to up-gradation of motivation and concentration levels towards carrying out tasks and activities.

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In this manner, the mind-sets will be stimulated towards carrying out job duties in a well-organized manner. Hence, it is well-understood that improvements will be brought about in employee morale. Therefore, providing infrastructure, amenities and facilities is a favourable measure to be put into practice in improving employee morale.

## B. Creating an Amiable Environment within Workplace

Creating an amiable environment within workplace is regarded as one of the major goals of all the members, irrespective of their job positions in the hierarchy. In order to achieve this goal, all the measures are required to be put into operation, which are essential in bringing about improvements in employee morale. In other words, as a consequence of improving employee morale, this goal will be achieved. In order to achieve this goal, there are various factors that need to be taken into account, i.e. implementing effective communication processes; making wise and productive decisions in terms of various areas; being well-informed in terms of job duties and responsibilities; being informative regarding methodologies and procedures; utilizing modern, scientific and innovative methods and materials; augmenting skills and abilities; forming cordial and amiable terms and relationships with others; inculcating the traits of morality and ethics; implementing the traits of diligence, resourcefulness and conscientiousness; providing solutions to various types of problems; managing resources and providing infrastructure, amenities and facilities. The individuals need to acknowledge and implement these factors in an adequate manner. Furthermore, these are facilitating in doing well in their job duties. Therefore, creating an amiable environment within workplace is an advantageous measure to be put into practice in improving employee morale.

## IV. CONCLUSION

The morale is honing of confidence and self-esteem among employees. Measures to be put into practice in improving employee morale are, implementing effective communication processes, being well-informed in terms of job duties and responsibilities, being informative regarding methodologies and procedures, utilizing modern, scientific and innovative methods and materials, augmenting skills and abilities, implementing grievance redresser procedures, inculcating the traits of morality and ethics, implementing the traits of diligence, resourcefulness and conscientiousness, providing solutions to various problems, managing resources, providing infrastructure, amenities and facilities and creating an amiable environment within workplace. Finally, it can be stated, improvements in employee morale is facilitating in leading to progression of human resources and organizations.

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