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| Description: Description: C:\Users\ASHISAI\Desktop\HIT Team\Logo HIT\Logo_New_New.png**Team Assignment 12** |
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| **HIT** |
| **5/5/2012** |
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**Software Measurement and Analysis**

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***Each team analyzes provided Viking team morale data and submits a report (<2 pages) on their findings***

1. **Introduction**

The main focus of the document is to measure the level of employee morale at ABC System. This project emphasizes the importance of morale among the work force in achieving gains in human performance and productivity.

Primary data collection was done through structured questionnaire. Conclusions were drawn based on the analysis of data collected from the employees in various grades. Statistical tools applied are simple percentage.

Recommendations were provided for enhancing the quality of the processes and personnel policies of the organization. The steps for improving morale in the organization are identified. The level of individual and group morale is identified in the organization. This project provides detailed information about morale, where does it reside and what does it do. ABC can:

* Keep valued, skilled employees on the project and in the company
* Maintain or improve productivity
* Reduce turnover and the cost of retraining
* Cultivate good communication & rapport
* Create ‘good’ work environment
  1. **Reference**
* Viking\_Project\_Team\_Morale\_Survey\_Data.xls

1. **Variable Data Definitions**

Number of employees that join the survey:

* Year 2009 : 100
* Year 2010 : 150

Number of questions: 16

* Physical Environment aspect: 2 questions
* Systems, Tools and Processes aspect: 4 question
* Emotional aspect: 2 questions
* Motivation aspect: 4 questions
* Management aspect: 3 questions

Five-level Employee Satisfaction:

* 1 - Strongly disagree
* 2 - Disagree
* 3 – Neutral
* 4 – Agree
* 5 – Strongly agree

1. **Methodology to measure morale**

Morale is basically a psychological concept. As such the measurement of morale is a very difficult task to measure it directly.

We use Attitude Surveys: In order to overcome the limitation of the above method attitude survey method is being largely employed in modern days. This method includes conducting surveys through questionnaires and interviews. This relates what the workers are looking in and what step should be taken to improve their approach towards work.

1. **Recommendation to build high morale**

In order to achieve high morale among the employees the following suggestion may be followed.

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| No. | Name of suggestion | Related to… | Description |
| 1 | **Show Concern.** | Emotional Environment | There are three way to show concern:   * Firstly, large or small every business should have names on desks work stations or cubicles to show that a real person, not machine and that person feel to be respected. * Secondly, ask their opinion whenever an opportunity arises rather than always telling them what to do or the way to do it. This allows employees to add their own creative thoughts to the work process, which then can lead to more of a feeling of ownership. * Thirdly, ask how they are without wanting to know deeply personal data the boss can easily show on interest in the individual walkers. |
| 2 | **Training** | Management | There should be proper training of the employees so that they may do their work efficiently and avoid frustration when the worker are given training they get psychological satisfaction as they feel that management is taking interest in them. |
| 3 | **Incentive System** | Management | There should be a proper incentive system in the organization to ensure monetary and non-monetary rewards of the employees to motivate them. |
| 4 | **Welfare Measures** | Physical Environment | Management must provide for employees welfare measures like canteens credit facilities sport clubs, education for their children etc.… |
| 5 | **Offers recognition of the employee efforts** | Motivation, Management | It takes but a few seconds to say "Nice Job" "Well done", "Marked improvement", "You are on the right road" or any number of other phrases that communicate to the employee that you care about the job and about them and that you recognize an improvement in productivity.  Also, employees can be given performance awards or have their name mentioned at staff meetings, posted on a notice boards or in employee inter office E-mail to say that someone did a note monthly Job. All of these simple modes of painting out individual team or group behavior serve as very strong methods of improving productivity self-worth and morale. |
| 6 | **Two-Way Communication:** | Emotional Environment | There should be a two-way communication between the management and the workers as if exercises a profound influences on morale. The workers should be kept informed about the organization policies and programs through conferences, bulletins and informal discussions with the workers. |
| 7 | **Job Enrichment** | Motivation | This involves a greater use of the factors which are intended to motive the worker rather than to ensure his continuing satisfaction with the job he performs the idea is to reduce employee discontent by changing or improving a job to ensure that he is better motivated. |
| 8 | **Social Activities** | Emotional environment | Management should encourage social group activities by the workers. This will help to develop greater group cohesiveness which can be used by the management for building high morale. |