**TRANSCRIPT OF AUDIO**

**What is motivation?**

Motivation may stem from personal interest such as keeping safe or from external factors such as praise and reward.

Different theories have been suggested for motivating employees. Pay is considered a primary motivator. Other motivating factors include:

* appreciation of hard work
* a sense of achievement
* responsibility and empowerment
* opportunity for advancement
* a sense of challenge and enjoyment.

**Benefits of motivated staff**

A motivated workforce will work harder and achieve greater output in less time, therefore reducing labour costs. It requires less supervision and demonstrates pride in its work, making a greater impact on the customer.

Motivated employees have greater concentration and are less likely to make mistakes, cause accidents or be involved in conflict. They are also likely to show greater loyalty to the company and have less absenteeism. An unmotivated workforce will be the opposite, being dissatisfied with its role in the work environment. This can negatively affect both the quality of the work as well as how efficiently employees carry out their jobs.

Tesco considers that the business depends on two groups of people - customers and staff. It appreciates that staff are unique and have diverse lifestyles outside of work. To this end Tesco supports staff with a work/life balance and offers reward through:

* flexible working
* free or reduced rate health benefits
* discount gym membership
* competitive salaries
* staff discount
* company share options.

**Valuing employees**

Tesco has discovered that it is important to create trust and respect. It has found that by valuing employees, providing realistic goals and an interesting environment for them to work in, it increases employees’ motivation.

At Tesco a motivated member of staff '*works in partnership with others to achieve individual and team objectives'*. This means that he or she focuses on customers, treats people fairly and is determined and devoted to receiving feedback from others.