

A Study on the Impact of Reward System (Rs) on Employee's Performance -A Case Study

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Abstract: *This research analyzed the impact of the reward system (RS) on the performance of workers in Omantel. Primary data was collected through questionnaires and interviews; and the secondary collected through journals, articles, and books. The study resulted that there is an imperative role for a RS in Omantel in terms of enhancing the obligation and devotion of the workers in the workspace. Moreover, one of the most active tools in terms of enhancing the potential of workers in Omantel is a rewards system, because it supports the workers to give their best output to achieve the rewards and it helps to increase worker productivity. The main criteria focused in Omantel for the provision of a RS to the workers are considering the potential of workers. It is recommended that Omantel need to corner stone on the tactic of executing a strong RS is helpful for Omantel to augment the obligation and devotion of their workforce for the advance of organizational potential. Also, Omantel need to corner stone on the tactic of executing a strong RS that supports Omantel to improve the level of worker motivation and morale for the business development of the firm.*

Keywords: *RS, workers, potential, organizational, business development, worker motivation, etc.*

1. INTRODUCTION

This study aims to investigate the impact of the reward system (RS) on workers performance in the Omantel organization. The provision of recognition or appreciation for the best work done by a worker in the workspace is called a reward (Nirma and Darshana, 2020). Various types of RSs are followed by the companies to promote and improve the potential of their workers. Mostly the firms are focusing on the provision of promotion on time as a reward to augment worker motivation. Additionally, the firms are encouraged to provide bonuses, incentives, merit pay, and profit-sharing as part of a RS to improve worker morale and augment their work space potential.

Worker potential is measured as the way the workers fulfill their role and duties, behaves in the workspace, and complete the required tasks (Walters, 2019). Moreover, worker potential supports the worker to reach their full potential and improve their overall potential by increasing the quality of work and achieving a positive effect on worker morale. In addition, worker potential is evaluated through the quality of work like competence, thoroughness, and accuracy; the quantity of work like time management, productivity level, and ability to meet the deadlines; job knowledge like understanding and skills of the work; and working relationships like the communication skills, and ability to work with others.

The potential of workers and the RS are mutually related because the increase in the RS is supportive for the workers to augment their potential (Zhen, Lianying, and Aibin, 2019). Moreover, the RS is considered as the most imperative boosting element for the workers to increase their potential. The obligation and devotion of the workers towards the workspace will improve with the implementation of the RS. Furthermore, the RS is capable to increase the working attitude of the workers in the workspace and they will give the best potential to augment the organizational business efficiency through their hard and smart work.

Many organizations promote the bonus system and provision of incentives for those workers doing the work excellently with higher quality as part of the RS (Yoko and Susumu, 2018). The main output of the provision of the RS is workers will be happy in the workspace and they are ready to handle

difficult types of tasks without any hesitation and it contributes to improving the organizational business effectiveness. Moreover, the RS is most active for the workers to spare more time with the workspace by contributing their creative and innovative ideas towards the betterment of the organizational business growth.

One of the leading telecommunication companies in Oman is Omantel Company. The main objective of Omantel is to provide excellent types of internet facilities to the customers to fulfill their online requirements. Additionally, Omantel is providing telecom facilities in Oman and it is supported to augment the effectiveness of communication on domestic and international bases. In addition, Omantel is focusing on quality-based internet facilities at a reasonable price by using the latest features to the customers. There is an imperative role for Omantel in Oman towards the digitalization of the country. The infrastructure of the internet is increased in Oman with the support of Omantel. Moreover, Omantel is giving more importance to their workforce, because the success of Omantel businesses is the contribution of their dedicated and committed workers.

2. RESEARCH OBJECTIVES

The Objective for this study is:

- To analyze the factors consisting in the RS and its impact on worker obligation and devotion in the workspace.
- To analyze the impact of the RS on worker morale and motivation.
- To evaluate the impact of the RS on the potential of workers in Omantel company.

3. SCOPE OF THIS STUDY

It is focused on the RS's impact on the potential of workers. Subsequently, this research highlights topics like the importance of the RS, worker potential, organizational potential, and the impact of the RS on the working attitudes and behavior of workers within an organization. Additionally, this research will give a clear cornerstone on the importance of the RS to motivate the workers and augment the worker's potential.

4. SIGNIFICANT OF THE STUDY

For the company in that it will give a clear picture of the importance of the RS and the way it will motivate the workers as well as increase the worker's potential in the company. Additionally, for the researcher to augment their knowledge related to the topic of the RS and worker potential as well as efficiently handle the research. Moreover, for users to improve their understand and knowledge about the impact of the RS on the potential advance of workers within an organization.

5. LIMITATION OF THE STUDY

The first limitation is it is conducted on local level. The second limitation is only focused on one telecommunication company. The third limitation of this research is there are difficulties to collect the questionnaire and conducting interviews with the workers working in the Omantel organization due to the procedure of following Covid-19 protocols.

6. RESEARCH METHODOLOGY

6.1. Research Design

The quantitative research approach is focused on the collection of data through questionnaires by involving the workers or customers related to an organization or society. Moreover, the specialty of quantitative research is it is only focused on numerical data. The advantage of quantitative research is very easy to handle the research and the disadvantage is only using numerical data. However, qualitative research is related to analog data in terms of research (Khan, 2014). The advantage of qualitative research is it is taking the data through interviews or open-ended questions. The disadvantage of qualitative research is a very lengthy process and it is taking more time to make the research. This research is following both qualitative and quantitative research approach because interview and questionnaire are used.

The participants selected for this research are the workers, supervisors, IT technicians, and managers working in the Omantel organization. Moreover, most of the participants in this research are Omanis who those been working in Omantel for many years. The data will collect from the workers,

supervisors, managers, and IT technicians working in Omantel. The main difference between population and sample is population is total participants in research and the sample is a part of the total population.

7. DATA COLLECTION METHODS

The term "data" refers to any kind of organized information. It's important to note that data collecting is the process of determining and gathering relevant data from various resources, as well as evaluating and interpreting that data to get the results in the study. During data collection, the researcher examines the data kinds, data sources, and methodologies. Every study relies on data, emphasizing the need to gather it. Accurate data collection is required to make informed judgments, ensure quality, and maintain research integrity. There are several techniques for gathering data. There are two approaches to gathering data. (Simplilearn,2021).

- ❖ **Primary data:** One of the main techniques used for the collection of data in research is primary data. Some of the techniques used to collect the primary data is an interview, questionnaire, cornerstone group, lab experiments, documents, observation, etc. The advantage of primary data is it is providing the most relevant information to the research and the disadvantage is it is taking more time and is expensive for data collection. This research is focused on questionnaires and interviews for the primary data collection by involving the workers, managers, supervisors, and IT technicians working in Omantel.
- ❖ **Secondary data:** The secondary data is considered the readily available data and the researcher can collect the most match data for their purpose. The main source of secondary data is considered books, articles, and journals. Secondary data has the advantage that it is easy to collect and less expensive. The disadvantage is that there are similar types of data are available and the researcher need to select the data which is most relevant to the topic. This research focused on the collection of secondary through articles, books, and journals.

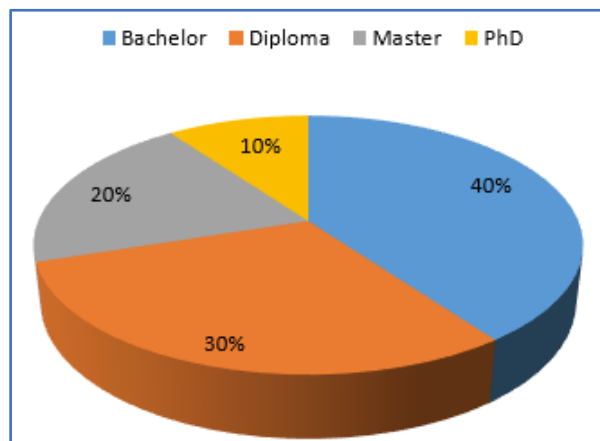
8. DATA ANALYSIS TECHNIQUES

The questionnaire is prepared by focusing on the questions related to the research problems. Moreover, the questionnaire will give personally to the workers, supervisors, managers, and IT technicians working in Omantel. The statistical tool named mean will use to find the average of the collected questionnaire data. Additionally, the tables and charts are used in this research for doing the data analysis. Besides this, Microsoft excel will use to make the charts and it will be a very active method to represent the data analysis efficiently.

Demographic DATA

- ❖ **Education**

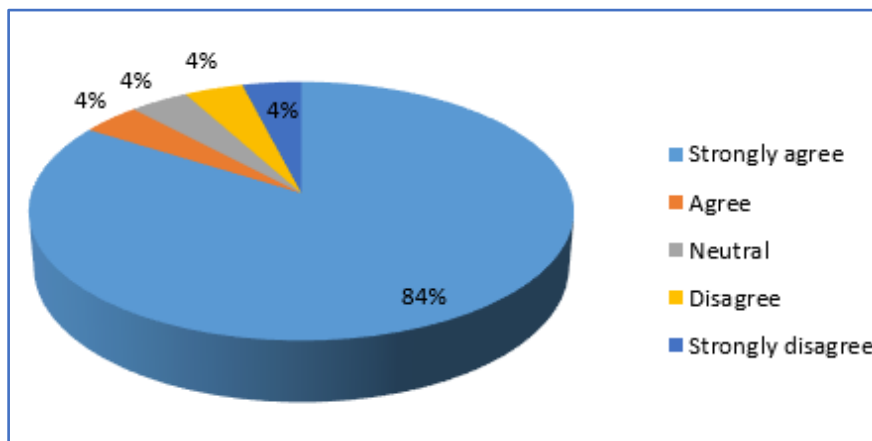
Education	Number	Percentage
Bachelor	50	40%
Diploma	30	30%
Master	20	20%
PhD	10	10%



The respondents have different types of educational qualifications in this research, and it found that 40% are the majority of respondents have a bachelor’s degree, 30% of respondents have a diploma certificate, 20% are masters, and 10% are Ph.D. holders.

❖ **RS is active in Omantel to augment worker devotion and obligation in the workspace.**

Strongly agree	Agree	Neutral	Disagree	Strongly disagree
84%	4%	4%	4%	4%

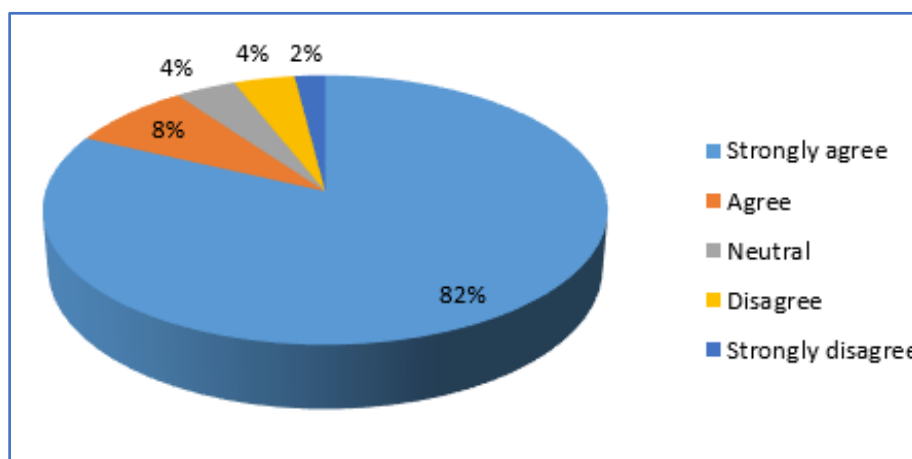


Respondent’s remarks on the fact, a RS is active in Omantel to augment worker devotion and obligation in the workspace is given in above and 84% strongly agreed. Consequently, it is observed that a RS is active in Omantel to augment worker devotion and obligation in the workspace. Moreover, Omantel can encourage the process of executing an active RS to achieve a higher level of worker obligation and devotion for their business growth.

Analysis of a RS is active in Omantel to augment worker devotion and obligation in the workspace, and there is an imperative role for a RS in Omantel in terms of enhancing the obligation and devotion of the workers in the workspace.

❖ **RS helps Omantel to achieve a high level of worker motivation and morale.**

Strongly agree	Agree	Neutral	Disagree	Strongly disagree
82%	8%	4%	4%	2%

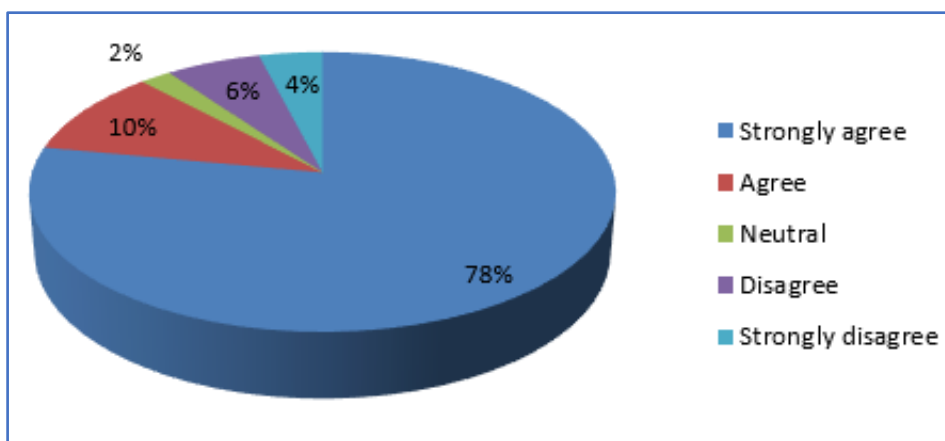


Respondents remarks on the fact, RS helps Omantel to achieve a high level of worker motivation and morale is given in above and 82% strongly agreed. Consequently, it is observed that a RS helps Omantel to achieve a high level of worker motivation and morale. In addition, Omantel can improve worker motivation and morale in the workspace with the support of an active way of RS implementation.

Analysis of a RS helps Omantel to achieve a high level of worker motivation and morale, and there will be an advance in the worker motivation and morale in Omantel with the support of an active way of RS.

❖ **RS is most suitable for Omantel to promote the workers potential.**

Strongly agree	Agree	Neutral	Disagree	Strongly disagree
78%	10%	2%	6%	4%

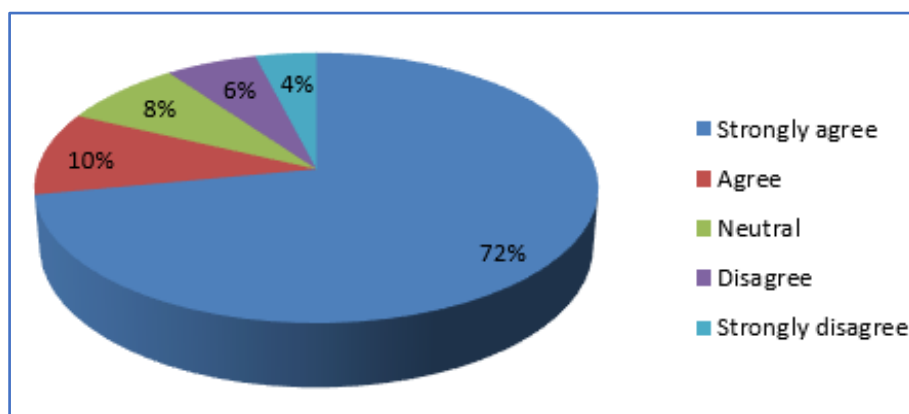


Respondents remarks on the fact, a RS is most suitable for Omantel to promote the workers potentialis given in above and 78% strongly agreed. Consequently, it is observed that a RS is most suitable for Omantel to promote the workers potential. Moreover, to improve the potential of workers, Omantel can augment the effectiveness of the rewards system.

Analysis of a RS is most suitable for Omantel to promote the workers potential, and there will be an advance in the potential of the workers with the support of executing an active way of rewards system in Omantel.

❖ **RS contributes to enhancing the job satisfaction of staff in Omantel.**

Strongly agree	Agree	Neutral	Disagree	Strongly disagree
72%	10%	8%	6%	4%

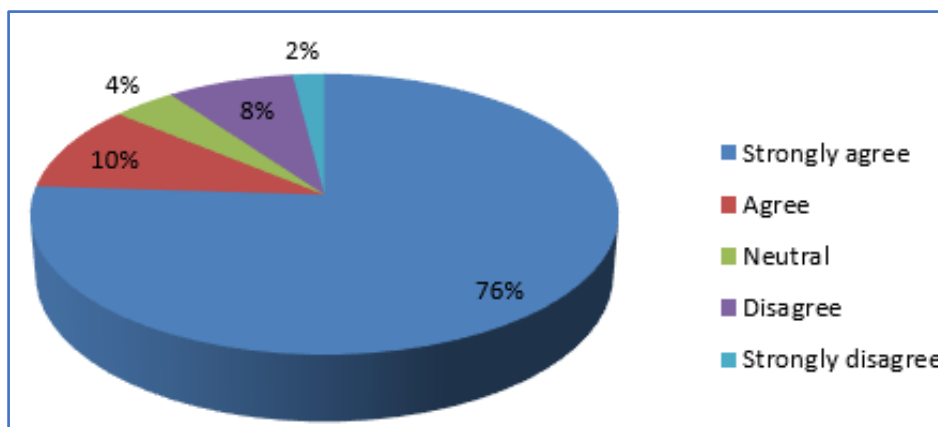


Respondents remarks on the fact, a RS contributes to enhancing the job satisfaction of staff in Omantel is given in above and 72% strongly agreed. Consequently, it is observed that a RS contributes to enhancing the job satisfaction of staff in Omantel. Moreover, in terms of improving the job satisfaction level of the workers, Omantel can cornerstone on the adoption of a positive way of RS.

Analysis of a RS contributes to enhancing the job satisfaction of staff in Omantel, and there will be an advance in the job satisfaction level of the workforce with the support of a RS in Omantel.

❖ **The level of worker engagement is increasing in Omantel with the support of a RS.**

Strongly agree	Agree	Neutral	Disagree	Strongly disagree
76%	10%	4%	8%	2%

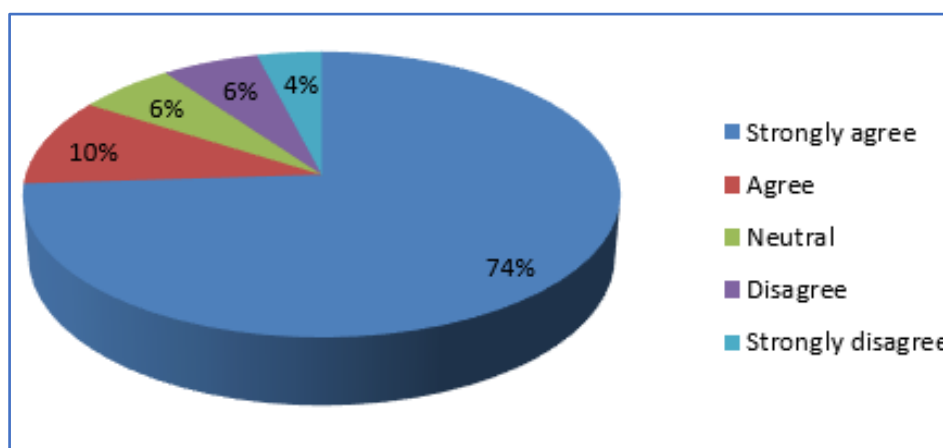


Respondents remarks on the fact, the level of worker engagement is increasing in Omantel with the support of a RSs given in above and 76% strongly agreed. Consequently, it is observed that the level of worker engagement is increasing in Omantel with the support of a RS. Moreover, achieving a higher level of worker engagement is possible for Omantel with the provision of an active way of RS.

Analysis on the level of worker engagement is increasing in Omantel with the support of a RS, and the worker engagement level is increased in Omantel by providing an active way of RS.

❖ **To improve the productivity of Omantel there is an imperative role for a RS.**

Strongly agree	Agree	Neutral	Disagree	Strongly disagree
74%	10%	6%	6%	4%

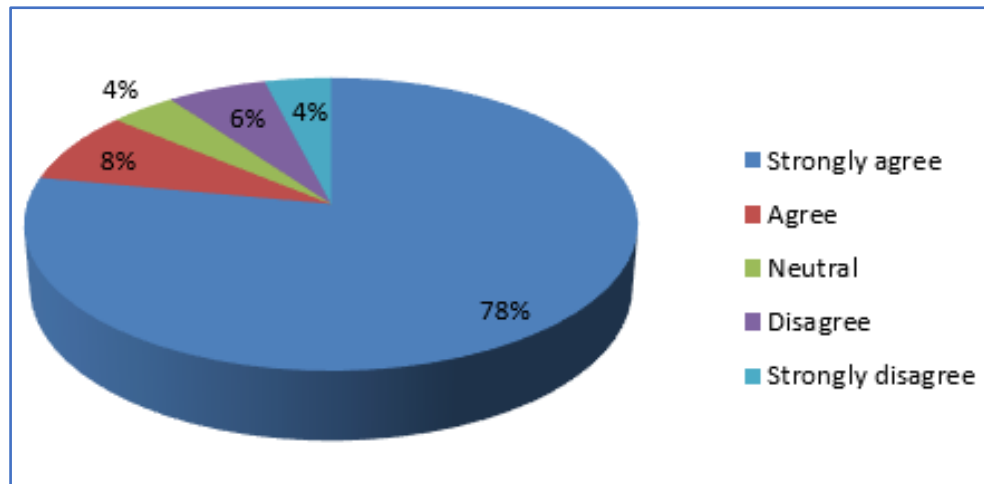


Respondents remarks on the fact, to improve the productivity of Omantel there is an imperative role for a RSs given in above and 74% strongly agreed. Consequently, it is observed that to improve the productivity of Omantel there is an imperative role for a RS. Moreover, Omantel must increase its productivity and it is easily achievable through the provision of a RS.

Analysis on to improve the productivity of Omantel there is an imperative role for a RS, and the productivity of Omantel can easily increase with the help of a RS.

❖ To influence worker behavior there is an imperative role for a RS in Omantel.

Strongly agree	Agree	Neutral	Disagree	Strongly disagree
78%	8%	4%	6%	4%



Respondents remarks on the fact, to influence worker behavior there is an imperative role for a RS in Omantel is given in above and 78% strongly agreed. Consequently, it is observed that to influence worker behavior there is an imperative role for a RS in Omantel. Moreover, Omantel can increase the effectiveness of worker behavior with the support of a RS.

Analysis on to influence worker behavior there is an imperative role for a RS in Omantel, and there will be an advance in the behavior of workers in Omantel with the support of a RS.

9. SUMMARY OF FINDINGS

- A RS is active in Omantel to augment worker devotion and obligation in the workspace, and the tactic of executing a strong RS is helpful for Omantel to augment the obligation and devotion of their workforce for the advance of organizational potential.
- ARS helps Omantel to achieve a high level of worker motivation and morale, and the tactic of executing a strong RS supports Omantel to improve the level of worker motivation and morale for the business development of the firm.
- A RS is most suitable for Omantel to promote the workers potential, and the tactic of adopting the active way of rewards system is most active for Omantel to improve the potential of their workforce.
- A RS contributes to enhancing the job satisfaction of staff in Omantel, and the tactic of providing an active way of the rewards system is most active for Omantel to achieve a higher level of job satisfaction and improve its productivity.
- The level of worker engagement is increasing in Omantel with the support of a RS, and the tactic of executing a RS is most active for Omantel to augment the level of worker engagement in terms of enhancing their business sustainability.
- To augment the level of worker retention in Omantel there is a vital role for a RS, and the tactic of executing an active way of RS is helpful for Omantel to augment the efficiency of retaining skilled workers for the achievement of financial credibility.
- To improve the productivity of Omantel there is an imperative role for a RS, and the tactic of executing a RS will support Omantel to improve their productivity by increasing the workers potential.
- In terms of improving the competitiveness of Omantel, there is an imperative role in a RS, and the tactic of adopting a strong way of RS is most active to increase the competitive advantage of Omantel through the advance in workers potential.

- The number of conflicts among the workers is increasing due to the implementation of a RS, and the tactic of convenience the workers about the profits of a RS is active to Omantel to reduce the conflicts among the workers.
- The potential of Omantel is increasing with the influence of a RS, and the tactic of adopting a RS is easy to augment the workers productivity and contribute to improving the potential of Omantel.
- The workers are not motivated within an organization if the firm is not encouraged by a RS, and the tactic of executing a RS is active for Omantel to make their workforce more active and highly motivated.
- To augment worker loyalty there is a significant role for a RS, and the tactic of enhancing the effectiveness of the RS will support Omantel to augment worker loyalty and the potential of workers.
- The potential of the workers is considered to provide a reward to the workers, and the tactic of considering the criteria of potential of workers is active for Omantel to give the rewards to the deserved workers and it will increase worker potential.
- The provision of an increase in incentives and bonuses is the most imperative RS for workers to become highly motivated in the workspace, and the tactic of increasing the incentives and bonuses will support Omantel to augment the worker motivation through a RS and it leads to increase in worker potential.
- To influence worker behavior there is an imperative role for a RS in Omantel, and the tactic of adopting the RS is active to increase worker behavior in Omantel.

10. RECOMMENDATIONS

To increase the potential of the workers the following points need to be followed by Omantel.

- Omantel need to cornerstone on the tactic of executing a strong RS is helpful for Omantel to augment the obligation and devotion of their workforce for the advance of organizational potential.
- Omantel need to cornerstone on the tactic of executing a strong RS that supports Omantel to improve the level of worker motivation and morale for the business development of the firm.
- Omantel need to cornerstone on the tactic of adopting the active way of rewards system that is most active for Omantel to improve the potential of their workforce.
- Omantel need to cornerstone on the tactic of providing an active way of rewards system that is most active for Omantel to achieve a higher level of job satisfaction and improve its productivity.
- Omantel need to cornerstone on the tactic of executing a RS that is most active for Omantel to augment the level of worker engagement in terms of enhancing their business sustainability.
- Omantel need to cornerstone on the tactic of executing an active way of RS is helpful for Omantel to augment the efficiency of retaining skilled workers for the achievement of financial credibility.
- Omantel need to cornerstone on the tactic of executing a RS that will support Omantel to improve their productivity by increasing the workers potential.
- Omantel need to cornerstone on the tactic of adopting a strong way of RS that is most active to increase the competitive advantage of Omantel through the advance in workers potential.
- Omantel need to cornerstone on the tactic of convenience the workers about the profits of a RS are reactive to Omantel to reduce the conflicts among the workers.
- Omantel need to cornerstone on the tactic of adopting a RS that is easy to augment the workers productivity and contribute to improving the potential of Omantel.

- Omantel need to cornerstone on the tactic of executing a RS that is active for Omantel to make their workforce more active and highly motivated.
- Omantel need to cornerstone on the tactic of enhancing the effectiveness of the RS will support Omantel to augment worker loyalty and the potential of workers.
- Omantel need to cornerstone on the tactic of considering the criteria of potential of workers is active for Omantel to give the rewards to the deserved workers and it will increase worker potential.
- Omantel need to cornerstone on the tactic of increasing the incentives and bonuses that will support Omantel to augment worker motivation through a RS and it leads to an increase in worker potential.

Omantel need to cornerstone on the tactic of adopting the RS that is active to increase worker behavior in Omantel.

11. CONCLUSION

By considering the above matters, this research analyzed the impact of the RS on the potential of workers in Omantel. Primary data was collected through questionnaires and interviews; and the secondary collected through journals, articles, and books. The study resulted that there is an imperative role for a RS in Omantel in terms of enhancing the obligation and devotion of the workers in the workspace. Moreover, one of the most active tools in terms of enhancing the potential of workers in Omantel is a rewards system, because it supports the workers to give their best output to achieve the rewards and it helps to increase worker productivity. The main criteria focused in Omantel for the provision of a RS to the workers are considering the potential of workers.

There is more imperative for a RS to improve worker behavior because to achieve a reward, the workers must have good behavior at the workspace. Moreover, there will be an advance in worker motivation and morale in Omantel with the support of an active way of RS. Additionally, to improve the potential of workers, Omantel can augment the effectiveness of the rewards system. Furthermore, in terms of improving the job satisfaction level of the workers, Omantel can cornerstone on the adoption of a positive way of RS. Also, achieving a higher level of worker engagement is possible for Omantel with the provision of an active way of RS.

It is essential to retain skilled workers and the provision of a RS helps Omantel to retain their skilled workers forever. Moreover, Omantel must increase its productivity and it is easily achievable through the provision of a RS. Furthermore, there is more significance to improve the competitive advantage of Omantel and it is easily possible with the support of a RS. Also, there will be competition among the workers due to the provision of a RS and it will increase eth conflicts among the workers. Additionally, the increase in the RS motivates workers to give the best output, and it supports to increase in the potential of Omantel.

The absence of a RS will make the workers not active and motivated in the workspace of Omantel. Moreover, Omantel can cornerstone on the advance of worker loyalty with the support of a RS and it can augment worker potential. Furthermore, to provide the rewards, Omantel can cornerstone on the potential of the workers as the main criteria. Also, Omantel can encourage the increase in bonuses and incentives to augment the workers motivation through the provision of a RS. Additionally, Omantel can increase the effectiveness of worker behavior with the support of a RS.

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