

Research Article

REMUNERATION POLICY AND MOTIVATION OF AGENTS CASE OF CNSS-LUBUMBASHI

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SUMMARY

It is a question in this article of understanding how the policy of remuneration and motivation of the personal in an organization like the case of the CNSS is going, this is how we had to understand that remuneration being a factor that aims to attract potential candidates, to retain competent employees, motivate employees, administer salaries or facilitate the achievement of objectives. Compensation is made up of several components and we talk about total compensation. The results show that the remuneration policy will have an impact on motivating agents and boosting their productivity. The CNSS uses this compensation tool to stimulate the company's performance and growth. The remuneration of the staff is then a motivating factor, which is not limited only to the salary, but which agglomerates several other advantages (month or overtime, benefits provided by the works councils, reward for the quality of the work, various bonuses ...)

Keywords: Remuneration and Motivation.

INTRODUCTION

The remuneration is the amount paid by a person called the employer to another legal or natural person in return for work performed or a service provided. Remuneration consists of all pecuniary and non-pecuniary rewards. The job security currently enjoyed by civil servants covers a set of privileges, such as the guarantee offered to employees not to be dismissed for lack of work, the right to priority placement on vacant positions and the maintenance of their salary in the event of the abolition of their post. In our humble opinion, it is the duty of government and private companies to provide an adequate basket of social and wage benefits to state employees to ensure that the skill level of the public service remains high while maintaining reasonably low staff turnover. All of this must be done with the utmost respect for the taxpayer who has worked hard to send his money back to the government. In our analysis we found that the leaders of the CNSS do not manage to respect certain standards on remuneration according to whether the code of work explains it, however a worker is entitled to any motivation related to his tasks in the service he performs, so there is a problem at the level of manager who lacks the notion of the remuneration policy of their agents and civil servant. We have also seen a large number of CNSS officials complain that the salary they receive is not enough to meet their family needs, while they do not abandon the sector to immerse themselves in the private sector (cultivating for example for 8 hours a day instead of staying in the office for 8 hours at work and not 8 hours of work). : The remuneration policy and the motivation of the Personnel in organizations is an indispensable factor for the efficiency of the company it leads in addition the company to:- guarantee the production, productivity and life of the company all whole; - facilitate the integration of workers into the undertaking; - avoid absenteeism;- create pleasure in working; - avoid the discomfort of the agents. Martinet Millor and Silem George, (2009), the professional, economic and social communication by which individual and group satisfies

their need and desire through the creation and exchange, of any product and other valuable entities. It plays a fundamental role in maximizing a company's turnover. Professional communication, economic and social communication by which individual and group satisfies their need and desire through the creation and exchange, of any product and other valuable entities. It plays a fundamental role in maximizing a company's turnover. Professional communication, Economic. DAWN Lacobucci (1999), professional communication is only an economic and social mechanism by which individuals and groups satisfy their needs and desires through the creation and exchange of products and other entities of value for others. Jean Pierre Berdaedet (1953), How to develop professional relations, Professional communication is understood as a technique aimed at influencing the behavior of a given audience through financial, secondary or material incentives. A strategic operation is often brought to the attention of the public through a campaign of the meeting, seminar and motivation of benefits in kind Russel Collet, (2013), the concept of sales orientation, the company starts from its existing products tries, by dint of efforts to provide a relationship between workers, effective professional communication for the development of the company that will allow to organize a good working environment. Jean Marc Decaudin (2003), to communicate, it is also necessary to understand the different elements of communication processes. It is the transmitter and receiver describe the partners of communication, messages and correspond to functions, encodings, decoding, response and feedback. Companies therefore call on strategic resources, they can strategic, they can eventually deploy a competitive advantage and, thus, try to obtain an external performance. Jean Luc Gianneloni (2007), Communication strategy in the workplace, The traditional means of communication adds certain elements such as direct sales (direct marketing) such as direct mail, catalog sales and online sales, Market research is a social and organizational phenomenon that affects all sectors of establishments and services alike.

MEDIUM AND METHOD

Our medium of etuide is the National Fund for Social Security (CNSS) in acronym socuiale headquarters of Lubumbashi. All scientific work must follow a certain logic, designated under the term of method and technique. Once the methodology is evaluated positively, more credibility is given to the results found. We have used the qualitative method apuyee pqr the interview and the documentary analysis. This approach will allow us to discuss with the manager of the national social security fund to understand the impact of the remuneration policy of the agents of this company. The CNSS has 304 agents subdivided as follows: Senior managers = 23; Middle managers = 60; Supervisors = 77; Enforcement Agents = 124 and Service Agents = 20. We chose to interview 15 agents. To make this sample representative in relation to the various categories that make up the parent population, composed of staff stationed at the cnss headquarters and which includes 167 agents.

RESULT OF THE STUDY

Throughout this third chapter, it was a question of presenting, analyzing and interpreting the results obtained using the questionnaire administered to cnsS employees and managers, in order to be able to verify the assumptions of our work.

PRESENTATION OF DATA

This section will present the results of the questionnaires and the various interviews conducted during our research. Sampling.

Q1/ How long have you been working at the National Social Security Fund. Of the 15 agents constituting the sample of the study, 20% have between 0 - 4 years of seniority; 46.7% are between 5 - 10 years old; 33.4% and none of the officers surveyed are over 16 or more

Q/2. Which socio-professional category do you belong to? The five categories are represented in the following proportions: Senior managers = 13.32%; middle managers=13.32; supervisors = 26.64%; Enforcement agents = 46.62% and service agents = 6.6%. Q3.

Q3. Do you have an idea of the CNSS's remuneration policy? Do you have an idea of the CNSS's remuneration policy? Of the 15 agents constituting the sample of our research, 46.66% of the agents have a system idea of the remuneration policy against 53.33% who have no idea of the system of the remuneration policy of the National Social Security Fund.

Q4. / Quelle est la modalité de la politique de la rémunération à la Caisse Nationale de Sécurité Sociale? Note the total 15 comes from the fact that at the level of the question concerning the table above the agents surveyed had to tick several modalities which gives these different numbers at the level of each modality. Note the total 15 comes from the fact that at the level of the question concerning the table above the agents surveyed had to tick several modalities which gives these different numbers at the level of each modality. Q5.

Q5. What are the factors that block compensation in your company? What are the factors that block compensation in your company 66.66% which proves that the factors that block compensation payments in the company are due to lack of the will of the managers and at least 33.33%

Q/6 How do you find remuneration within your company? This table shows that surveys confirm that the remuneration at 60% is satisfactory, this justified by the fact that the latter manages to meet the daily needs of their lives, 26.66% are not satisfied with their remuneration and 13.40% of the agents are quite satisfactory.

Q/7/ How do you assess the working conditions within your institution? From this table we see that 100% of the surveys have

confirmed that the working conditions are excellent this is due to their well-ventilated place, the good interpersonal relations, the good resolution of conflicts between them as well as the good freedom of expression within their company these conditions are justified by a favorable environment.

DISCUSSION OF RESULTS

For this scientific study, we made an analysis on the remuneration policy and motivation of the personal in an organization, we found that the author: Jean Pierre Berdaedet (1953), says that Companies can grant their employees indirect remuneration. This type of remuneration concerns benefits in kind, benefits and legal peripherals. The latter mainly include participation, profit-sharing, corporate and inter-company savings plans, savings plans for collective retirement (PERCO), stock options or employee shareholding. All these indirect remuneration methods contribute significantly to the motivation of employees and at the same time create a performance lever for the company. Thus, to encourage this motivation, companies can grant profit-sharing bonuses to financially reward employees in relation to the results and performance obtained. Thus we can affirm our assumptions, which states that: To guarantee the production, productivity and life of the entire enterprise; To facilitate the integration of workers into the company.

- To avoid absenteeism
- To create pleasure in working
- To avoid the discomfort of agents

Human Resources is the foundation of success of any company, whether public or private. Success depends on the quality of the staff acquired and the follow-up of their career. Officials at different levels of the Beninese public administration, aware of this fact, put in place several policies including the remuneration policy. But while there is this desire for efficiency and better returns, there are other factors that make practice reveal something else entirely. Thus, the result obtained shows 73% that the remuneration policy and the motivation of the staff within the CNSS due to the fact that the performance of this company. Traditionally, wages were linked to the job, and decision-makers determined and set the wages of their employees themselves, without taking into account the evolution and progression of the labour market. But currently, a study and a benchmarking operation are essential, to improve the performance of processes in an organization, and to be inspired by it to get the best.

CONCLUSION

It is imperative for us to make some suggestions that far from being perfect solutions are proposals that can contribute to the improvement of the remuneration policy of the agents of the National Social Security Fund (CNSS). La motivation et la rémunération étant des préalables pour une bonne politique de rémunération, the CNSS must have an evaluation and a willingness to pay the agents on time and on the date according to the employment contract prescribed. Take into account the management rules; the leaders must then:

- ✓ Make an inventory of the actual compensation needs of employees. Review the texts on remuneration policy and ensure their implementation. Since there are texts but it is their application that poses a huge problem for agents and chiefs,
- ✓ Consider results to rank employees in order of merit. This will be used in scoring and especially for promotions or for awarding bonuses.

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