

PUBLIC SERVICE MOTIVATION



AKA 'Getting Loopy'

Systemic Design Community of Practice | September 27, 2016

CoLab.

Complexity navigation | Collaboration | Co-design | Co-creation

Motivation: the force that energizes, directs, and sustains behaviour.

Extrinsic Motivation

Driven by external incentives

Example: financial reward

Intrinsic Motivation

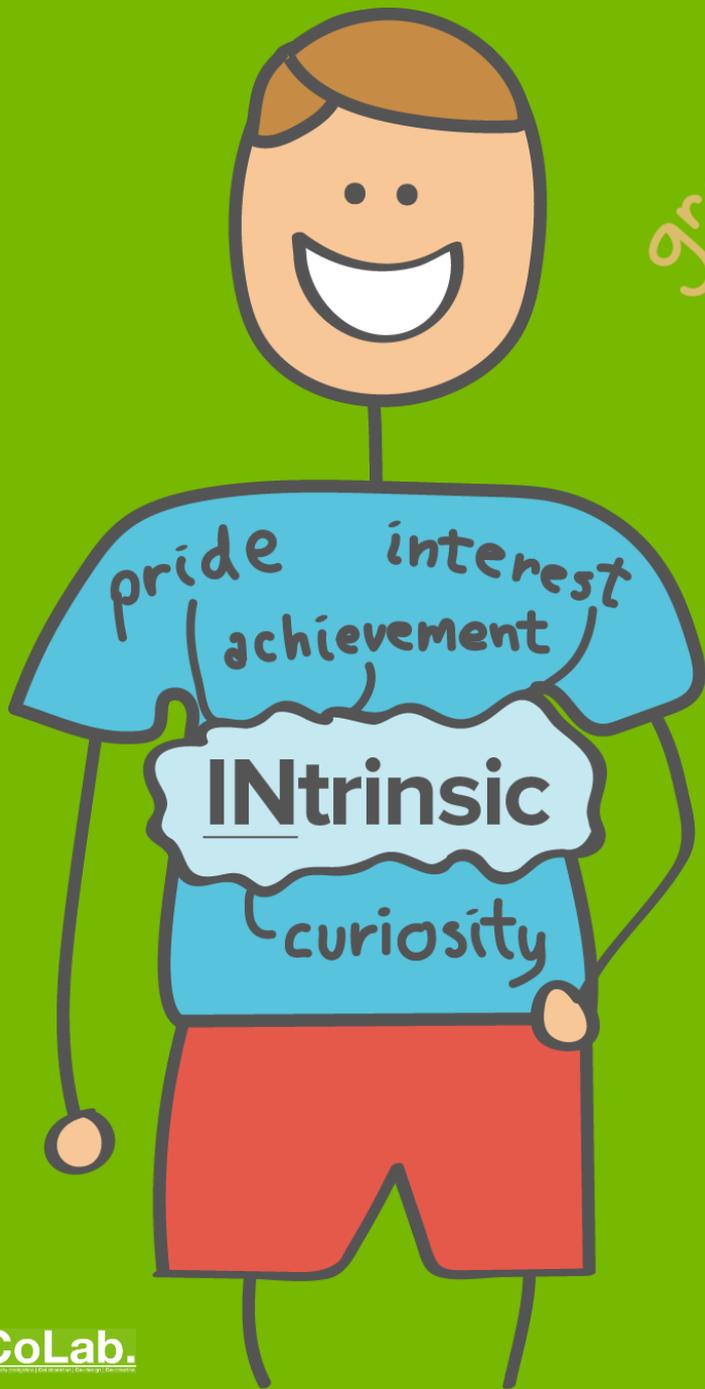
Driven by an interest or enjoyment of the task itself

Example: joy of learning new things

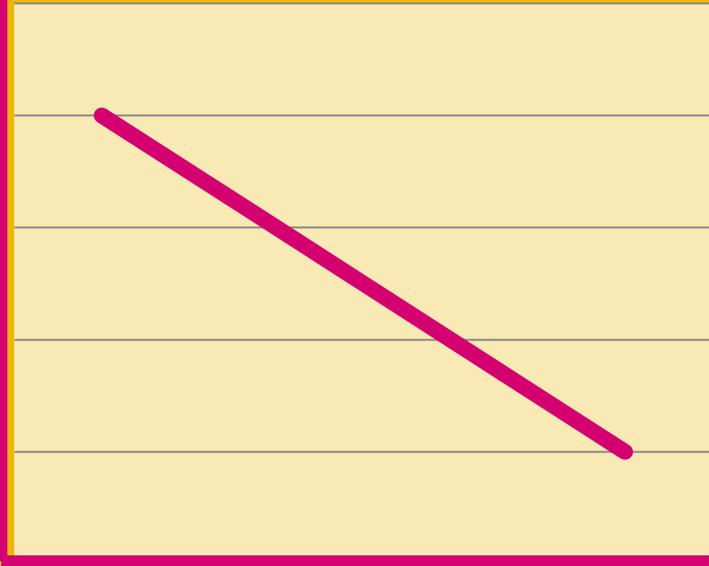
Prosocial Motivation

Driven by a desire to benefit others, which encourages considering others' perspectives

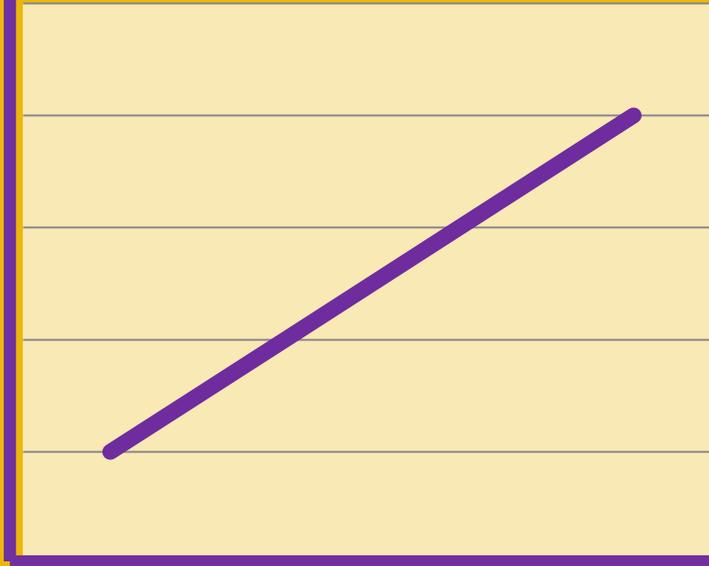
Example: improving a patient's health



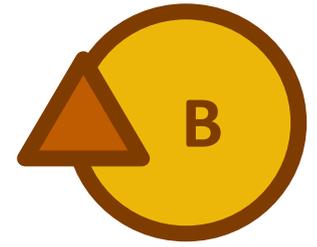
Causal Loop Diagrams



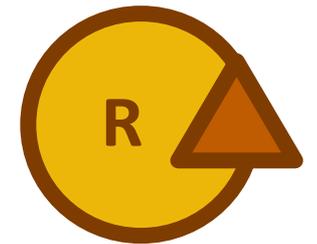
Inverse Relationship
as X increases, Y decreases



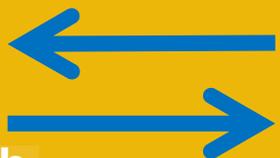
Proportional Relationship
as X increases, Y increases



Balancing Loop



Reinforcing Loop

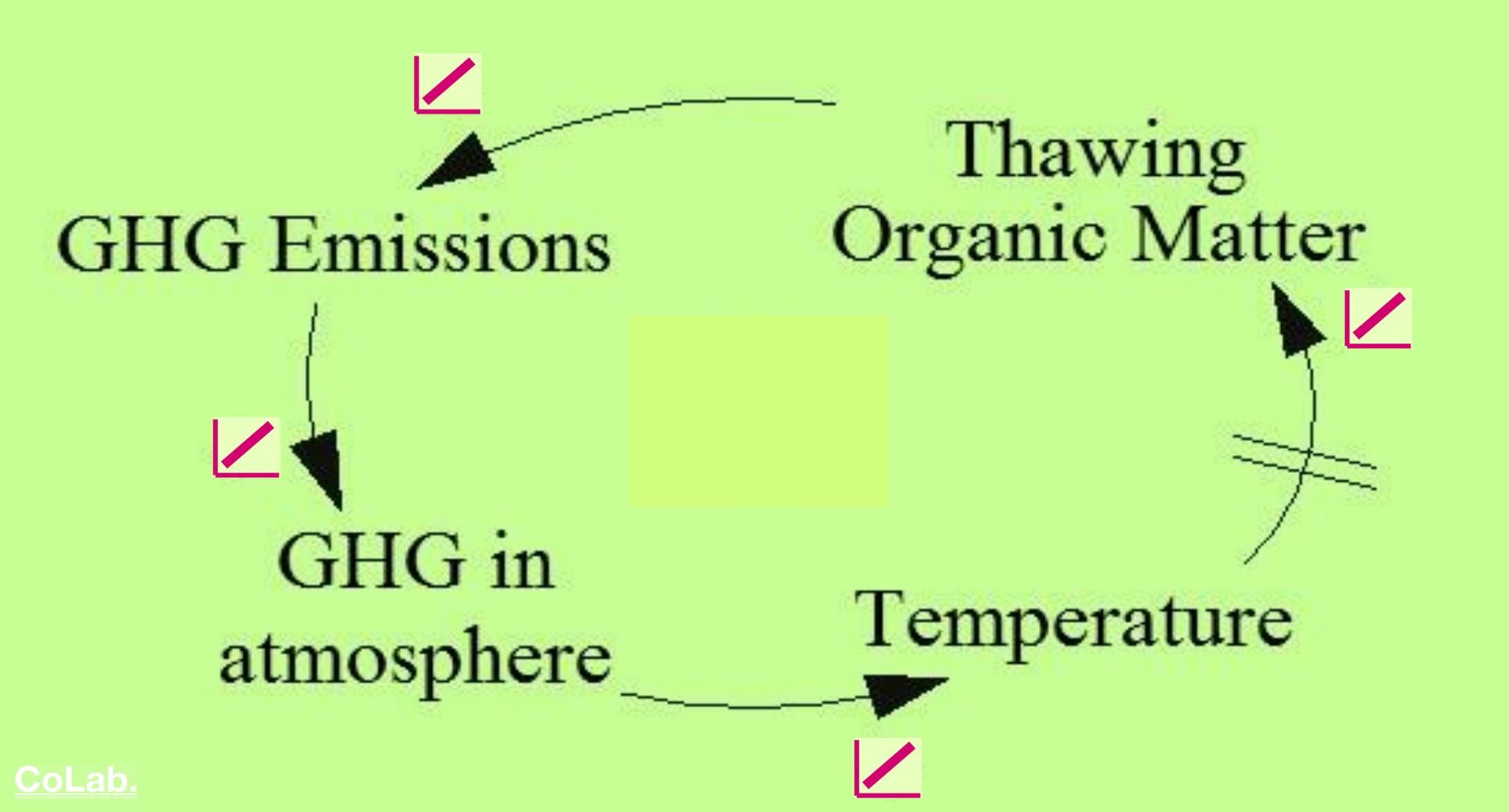
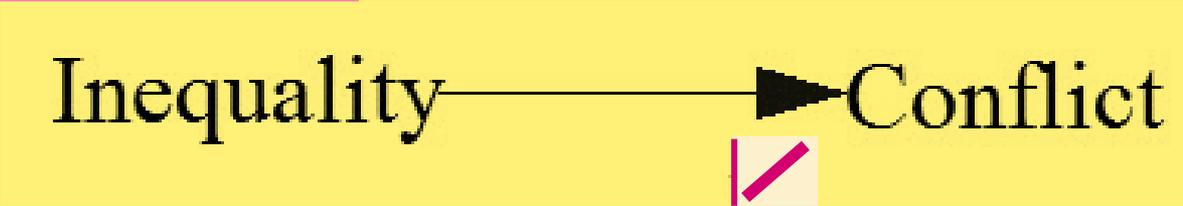


Relationship Direction



Delay

LEGEND



Getting Loopy



1. Think about a time you felt either:

- Super motivated at work 😊 or...
- Super NOT motivated at work ☹️

2. Brainstorm a list of factors that influenced why you felt that way

- For example: pay, vacation time, employee award, praise, client health, quality of life, stress, supervisor support, etc.

3. Use those factors to create a causal loop diagram to explore the implications of different types of motivation for public servants

4. In your diagram, show:

- Type of relationship (inverse, proportional)
- Direction of relationship (arrows)
- Any delays
- Type of loop (balancing, reinforcing)

Options:

- Do this alone or with a partner
- Work on paper at tables or at the walls on whiteboards