

The Relationship Between Motivation and Work Performance Effectiveness of Employees at Swissôtel Bangkok Ratchada

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Abstract: This research have objective for Study motivation degree effectiveness And relationship between the motivation with performance in The Work of Staff hotel Swiss Hotel Bangkok Ratchada this study are education Quantitative (Quantitative Research) Study from staff Swiss Hotel Bangkok, Ratchada, number 284 people By using questionnaires instrumentalln data collection The statistics used are the average percentage. t-test, F-test (One-way ANOVA) Correlation And Multiple Regression Analysis Found Most Female Age 31-40 years education Undergrad Degree single Salary between 20,001 - 30,000 baht And have duration of employment Less than 1 year

Factor allure Overview are At a high level factor sustain Overview are At a high level Degree effectiveness of staff At a high level Information Personal Sex Age Level education side status Married side income And Side duration of employment At Different together Effective in The Work of staff Swiss Hotel Bangkok Ratchada not different Factor allure have relationship with effectiveness In Work Of employees Overview In relationship Very high level same direction Significant way the chart At the level of 0.0 Sustaining factor have relationship with effectiveness in The Work of staff Overview have relationship High Level direction same At the implicit level Important Statistics at Level 0.05

Keywords: Relationship / Motivation / Work Performance Effectiveness

1. Introduction

Thailand has increased economic growth. In which various sectors of the industry have continuously expanded Especially the tourism industry can make money into the country. Each year more than one trillion baht in Thailand, many foreign tourists come in, both for leisure and business, which has increased the number of tourists entering the country, therefore The hotel business can be considered an important economic factor in Thailand. The Thai tourism industry is expanding rapidly when compared to developing countries. Making Thailand the leading country for tourists to stay in hotels In Thailand, many places Accepted for beauty and convenience In the ranking to be in the top rank Of the world of service And is a business that grows and expands rapidly Resulting in a large number of business owners and related personnel The increase in the hotel business caused the market competition and concentrated of nearby hotels. (กรมการท่องเที่ยว, 2557: 1, 42)

Including the problem of competition for personnel with knowledge, ability and experience in hotel management together Although the hotel business will encounter investment problems Or need to reduce costs Therefore, the service is a part that can help the hotel business. Including providing customers with good services with impressive quality Have good memories And made me want to come back to use the hotel again Or recommend to anyone you know to come and use the accommodation for leisure and impressive stay or entertainment. Including for business negotiation through modern technology Since the hotel business is a service business for service users Which is a business that must be operated 24 hours a day and never rest Therefore requires management and staff as well as complete operations Consistent enough To provide services to guests using the hotel Employees at all levels Which is the most important resource, must be trained to have knowledge, skills, and develop and take care to ensure the standard of service to meet the international standards

of the hotel. Therefore, the cooperation of all levels of staff, especially the service staff. Therefore it is important because the impression of customers is the most important thing in operating a hotel business.

Due to the fact that service staff are an important resource in providing services because they are the connections between hotel users, an important way to provide quality service is to increase the travel of staff in different departments. To be an employee with Knowledge, competence and love for service are important and important in the mission. With diligence in trying to achieve success, attention in work and reasoning, and work planning, enthusiastic employees will make that work more popular with research. Many jobs The piece states that there is a lot of impact on the performance of hotel staff, such as feelings of attachment or being part of Relationships with the participants in the administration of information systems support the study of the aforementioned data. The researchers are interested and have been studied about the relationships between the participants in the operation with results. From research to further benefit.

2. Research objectives

1. To study the work motivation of the Swiss Hotel Bangkok Ratchada staff
2. To study the level of operational effectiveness of the staff at the Swiss Hotel Bangkok Ratchada
3. To compare the effectiveness of the work of the staff of the Swiss Hotel Bangkok Ratchada classified by personal data
4. To study the relationship between motivation and job efficiency of Swiss Hotel Bangkok Ratchada staff.

3. Research Methodology

Regarding the content of the study, the relationship between motivation and job effectiveness of the Swiss Hotel Bangkok Ratchada staff is based on the theoretical concepts related to Herzberg's work motivation, which consists of motivation factors such as work success. Of person In terms of being respected Aspects of work performed Responsibility In terms of progress, supporting factors are salary and welfare. Regarding the opportunities that have been progressed in the future Relations with supervisors and colleagues Policy and Management Working conditions As for personal living Job security In the way of governing And Moorhead & Griffin's operational effectiveness theory, specifically studying individual effectiveness contain with Individual productivity Performance Regarding absence from work, resignation, and attitude of people Stress Sample population used in the study From 200 Swiss Hotel Bangkok Ratchada staff

The tools used are quantitative studies. (Quantitative Research) choose from the population The sample of 200 Swiss Hotel Bangkok Ratchada staff, consisting of 7 divisions: 1. Maintenance Department 2. Housekeeping Department 3. Security Department 4. Food Department 5. Accounting Department 6. Reservation Department 7. Reception By using questionnaires as a tool for studying Consists of 4 important parts

Part 1 Personal information Is general information of respondents Is a question of gender, age, status, education level Average monthly income, service life, questionnaire construction, nominal scale is a measure of data in order to divide the data into groups according to the specified qualifications. With many answers to choose from But respondents can choose only one answer The data measured at this level uses simple statistics to calculate the percentage value. In the data section, part 1 consists of a total of 6 questions with the characteristics of a checklist.

The second part is a questionnaire about the importance level, motivation factors of Swiss Hotel Bangkok Ratchada staff by the questionnaire with score values. Divide the feedback scores into 5 levels based on Likert. The questionnaire that is created is a Rating Scale question.

The third part is a questionnaire about the importance level, the sustainability factors of the Swiss Hotel Bangkok Ratchada staff by the questionnaire with the score value. Divide the score into 5 levels based on Likert. The questionnaire is created as a question of Rating Scale. Evaluation of the analysis is divided into 5 levels.

Section 4 is a questionnaire about the effectiveness level of the Swiss Hotel Bangkok Ratchada staff by using the questionnaire with score values. Divide the feedback scores into 5 levels based on Likert. The questionnaire that is created is a Rating Scale question.

To check the quality of the tools, the researcher brought the questionnaire created. For research studies to test for Validity and Confidence (Reliability) as follows

1. Determination of precision By taking a questionnaire The student created Went to check the accuracy according to the content from 3 experts, whose validity value was 0.81.

2. Finding confidence (Reliability) by the researcher to test (Pretest) with a group of samples that are similar to the group that will study the number of 30 people by taking the analysis for confidence by item (Item Analysis) to find total confidence by using the method. Cronbach's alpha for clarity of questions By using acceptance criteria greater than 0.70 to show that this questionnaire has sufficient confidence The test result obtained the reliability of the whole questionnaire equal to .954.

Regarding the content of this study, there are 2 types of data sources which are

1. Primary data is obtained from the questionnaire to collect data from Swiss Hotel Bangkok Ratchada staff as the respondents.

2. Secondary data is obtained from academic documents, textbooks, educational reports, various related documents, population and samples used in the study.

The population used in this study was a staff of the Swiss Hotel Bangkok Ratchada, selected from a sample of 284 people. The duration of the study was from June - November 2018.

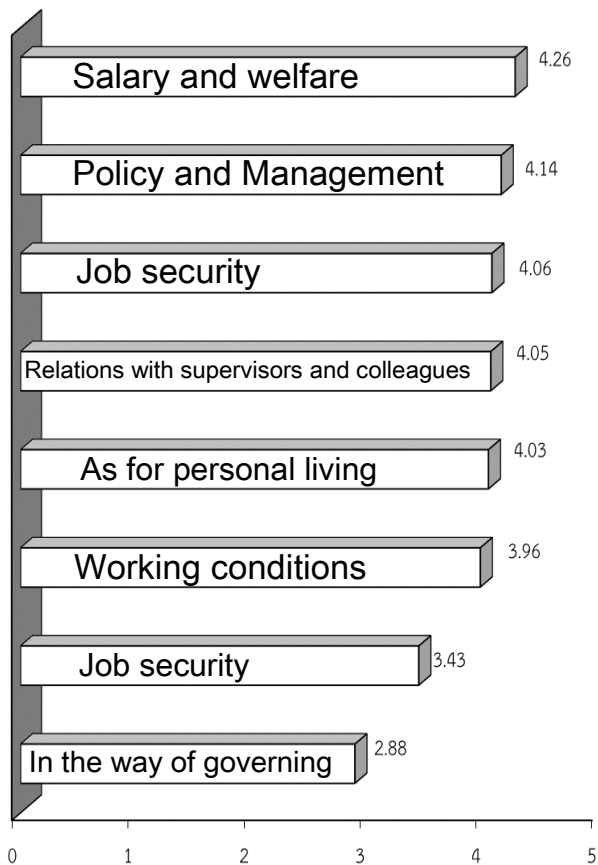
4. Data analysis

The data from the questionnaire is processed by computer program by finding the percentage (Mean) and Mean (Microsoft Excel) which is a ready-made program for creating Pie Chart and Bar Chart with words. Explain the results And take the results from the chart to present for analysis according to various variables. Descriptive Statistics The statistics used are Percentage and Mean to describe demographic data of respondents and Variables Inferential Statistics used for hypothesis testing. The statistics used were t-test, F-test (One-way ANOVA), Correlation Coefficient Regression Analysis.

Overview of the sustainability factors of the staff of the Swiss Hotel Bangkok Ratchada According to studies, it has been found that The importance level of the sustainability factors of the Swiss Hotel Bangkok Ratchada staff in the high level (= 3.85) consisting of salary and welfare were at a high level (= 4.26). The policy and management were at a high level. (= 4.14) Job security was at a high level (= 4.06) Relations with supervisors and colleagues were at a high level (= 4.05) Personal privacy was in Each goes high (= 4.03) and working conditions (= 3.96) remained significant, respectively. And the job security (= 3.43) and the supervising methods (= 2.88) are at the moderate level, respectively as in the picture.

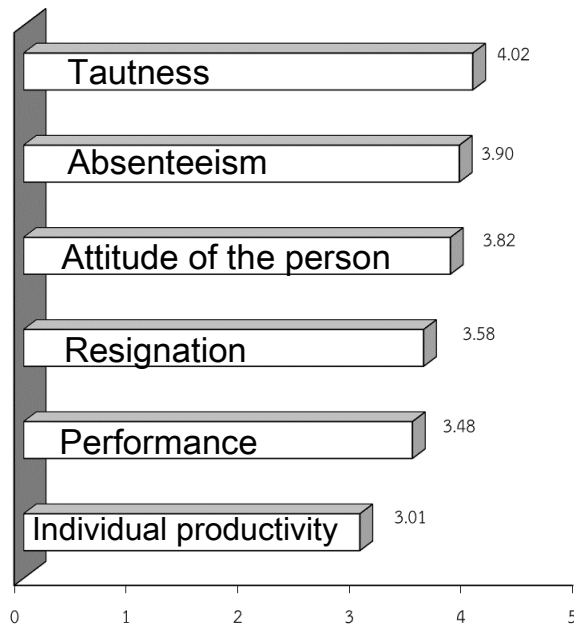


Overview of motivation factors in the operation



An overview about the sustainability factors of an employee

Overall, opinions about the effectiveness of the Swiss Hotel Bangkok Ratchada staff in overall are at a high level (= 3.64) consisting of stress at a high level (= 4.02), absenteeism at a high level (= 3.90) The attitude of the persons was in the high level (= 3.82) and the resignation was in the high level (= 3.58) i the high level respectively. As for the performance, it was at the high level (= 3.48) and the productivity of the individual was at the high level (= 3.01) in the moderate level as in the picture.



An overview of the level of employee effectiveness

5. Conclusion

The results of the study of the relationship between motivation and job efficiency of Swiss Hotel Bangkok Ratchada have the main objective to study the motivation of the employees. The level of employee effectiveness Compare the effectiveness of the performance of the employees. Classified by personal data And the relationship between motivation and work efficiency of employees The method of study is quantitative study. (Quantitative Research) Independent variables are personal data consisting of gender, age, status, education level. Monthly income, age, and work motivation. Motivation factors include the success of a person's work. Recognition Nature of work performed responsibility And progress Supporting factors consist of Salary and welfare Job security Relations with supervisors and colleagues Policies and administration for working conditions, privacy Job security The method of governing the dependent variable was the effectiveness of the staff of the Swiss Hotel Bangkok Ratchada consisting of individual productivity, performance, absence, resignation, attitude of the person, stress by using 200 sets of questionnaires as a tool. To collect data The statistics used are percentage, mean, t-test, F-test, (One-way ANOVA), Correlation and Multiple Regression Analysis. The results of the data analysis can be summarized as follows:

1. Personal information of Swiss Hotel Bangkok Ratchada staff.

From the study, 200 respondents found that most of them are males aged 31-40 years, education below Bachelor degree, single status with average income per month. 20,001-30,000 baht and work less than 1 year

2. Information regarding employee motivation factors: Swiss Hotel Bangkok Ratchada, employee motivation factors Consisting of motivation factors From the study of motivation and the effectiveness of the

performance of the staff at the View Hotel Bangkok Ratchada, the study found that The overall picture is at a high level, consisting of the success of a person's work. Responsibility In terms of being respected Progress Aspects of work performed In general, the motivation factors of the employees are at a high level. Regarding work success of persons, the study found that the work success of persons The overall image is at a very important level. The details of the comments are at a high level of 4 items, including the ability to submit work on time. Able to work in accordance with the goals of the organization When experiencing problems, can solve the problem by yourself And feel part of the success of the work respectively.

- In terms of being accepted and respected, the results of the study found that in terms of being accepted and respected The overall image is at a very important level. With details of the opinions at a high level of 4 items, consisting of work being done, recognized and praised by supervisors The work being done has been accepted by colleagues. The work that he has made honors and dignity in his career. And the work being done has been praised by the organization

- The aspect of the work performed The results of the study found that the aspect of the work performed The overall picture is at a medium level of importance The details of the level of opinions are at a moderate level, 4 items, consisting of work characteristics without feeling difficult and accomplished. The job characteristics match knowledge and capability. The job description of the organization gives an opportunity to show the ability to perform fully. And the job characteristics of the organization provide opportunities for potential development

- Responsibility aspect, the study found that responsibility The overall image is at a very important level. The details of the opinions are at the high level, consisting of 4 items of work, responsibility, welfare. The results of the study revealed that the salary and welfare aspect The overall image is at a very important level. The details of the opinions are at the high level, 5 items, consisting of salary and benefits received are sufficient and suitable for the current economic conditions. The salary and benefits you receive are suitable for the position you are responsible for. Satisfied with current salary and benefits Salary and benefits received are appropriate, worth the amount and duration of work. The salary increase is fair according to the knowledge, capability and work performed.

- Working security, the study found that work security The overall image is at a very important level. With the details of the opinions at a high level of 5 items consisting of thinking that the organization that is working is a stable organization Able to work without worrying about migration Shuffle duties Or to resign unjustly Feel secure in your career The organization has a good image both inside and outside the organization. And think that will work with the organization until retirement

- Relations with colleagues, the study found that the relations with colleagues The overall image is at a very important level. The details of the opinions are at the high level, 5 items, consisting of receiving assistance from colleagues at all levels. Able to work with colleagues at all levels as well Have a good relationship with colleagues at all levels Colleagues at all levels have unity. And have trust in colleagues at every level

- Policy and Management The study found that the policy and management The overall image is at a very important level. With the details of opinions at the high level, 3 items, consisting of the organization having certain policies The organization clearly determines the duties and responsibilities of each person. And the organization has written regulations

- Working conditions The results of the study found that working conditions The overall image is at a very important level. With the details of the opinions at the high level of 3 items, consisting of the company provided sufficient tools and equipment The workplace is safe. And the environment and atmosphere suitable for work

- In the aspect of privacy, the study found that in the aspect of privacy The overall image is at a very important level. With the details of the opinions at the high level of 3 items, consisting of living near the workplace There is a chance of being moved to work. And working hours are not a hindrance to the family

- job security, the study found that job security The overall picture is at a medium level of importance The

details of the opinions are at the high level. The only one item is that the company has 2 level of stability, which is the work done with stability. And the company is well known Regarding the method of governing, the results showed that The overall image is at a very important level. The details of the opinions are at the high level, 2 items, which are supervisors with justice. And the supervisor has only one moderate level of knowledge, which is the supervisor is fair.

Information about the level of operational effectiveness of the staff at the Swiss Hotel Bangkok Ratchada. According to the study of the work effectiveness of the employees found that the overall picture is at a high level consisting of stress. Absenteeism The attitude of the person And the resignation side There are 2 opinions at a medium level which consist of individual performance and productivity. Overall, the effectiveness of the performance of the employees. Comments are at a high level. The details are as follows

- Individual productivity, the study found that the individual productivity Overall, the opinions are at a moderate level. With details of the level of opinions Was at a medium level of 3 opinions, consisting of satisfied with the work assigned Have a good understanding of the work And complete the assignments successfully

- Performance, the study found that the performance Overall, the opinions are at a moderate level. With details of the level of opinions Was at a medium level of opinion, 3 items, consisting of receiving help from supervisors in case of problems related to their work Willing to do assignments, whether urgent or special And devote effort in the assignment

- Absenteeism, the study found that absenteeism The overall picture is in the high level of opinions. With details of the opinions at a high level of 3 items consisting of absence without notifying the supervisor Acknowledge the behavior of colleagues in absence of work without notifying the supervisor And when not wanting to come to work, will use false sick leave notification with the resignation supervisor. The study found that the overall resignation is at a high opinion level. There are details of the opinions at a high level, 2 items, consisting of resigning when other organizations give higher returns. Resign when not receiving work justice There was only one moderate level of opinions which were moved the working units.

- Person's attitude, the result of the study found that the personal attitude The overall picture is in the high level of opinions. With the details of the opinions at a high level of 2 items, consisting of strong ties with the organization And has the intention to work in the organization until retirement There is only one medium opinion that is ready to do everything for the progress of the organization.

- Stress. The study found that stress The overall picture is in the high level of opinions. With details of the opinions at a high level of 3 items, consisting of being ordered to lose time without resting Physical health problems with work. And the work performed always receives the pressure from the supervisor

The organization has clearly defined responsibilities. Able to decide on his own assignments And the amount of work that is responsible is appropriate As for the progress, the study found that the progress The overall image is at a very important level. With the details of the opinions at a high level of 2 items, consisting of having the opportunity to receive training to increase knowledge Have a clear promotion policy At a moderate level, 2 items consisting of work being done, have a chance to be promoted And promotion depending on the ability to perform the tasks respectively.

6. Suggestion

The study of the relationship between motivation and work effectiveness of The staff of Swiss Hotel Bangkok Ratchada, the researcher, has the following suggestions

1. Salary and welfare Executives should set salary and welfare rates to be suitable for their positions, similar to the same business.

2. The success of a person's work Executives should give a compliment and praise to support the Swiss Hotel Bangkok Ratchada staff who are able to deliver the work on time to give the staff morale and pride in their

work and are willing to work. To the fullest, can be a good example for other employees.

3. Recognition Executives should give employees the opportunity to express their opinions on the work they are responsible for, so their colleagues will see the work in order to be respected by colleagues.

4. Aspects of work performed Executives should give employees the opportunity to fully demonstrate their ability to perform their duties in order to develop their potential. The organization aims for everyone to be involved in work improvement and development.

5. Advancement Executives should give employees the opportunity to advance to higher positions when there are higher positions, such as from staff to head of units In which the work that is being done is likely to be promoted even further From the head of a unit to be a department head again

6. Relations with colleagues, executives should be open and accept the opinions of subordinates as appropriate. And supervisors should honor and subordinate Talked to create friendliness Able to give advice on work to all subordinates as appropriate so that the subordinates can work together with the supervisor Organize activities to build good relationships between employees. In order to create closeness and create cooperation between colleagues Resulting in good attitudes towards each other, resulting in working together and achieving good goals

7. Working conditions The management should pay attention to the arrangement of the work place to be safe, including providing sufficient working tools for the Swiss Hotel Bangkok Ratchada staff in order to facilitate the staff in managing Keep working

8. In terms of governance Supervisors should develop management skills through fair administration. Pay attention to coaching subordinates so that employees can work responsibly with quality.

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