

Performance Motivational Influencing Employees Relationship of Swissotel Le Concorde Bangkok

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Abstract: *The primary purposes of this study were to determine the factors of motivation influencing employees' relationship of Swissotel Le Concorde Bangkok and the level of relationship of employees to Swissotel Le Concorde Bangkok by using a questionnaire as a tool to study. The collected data was analyzed with statistical application, such as percentage, mean, One-way Anova, and regression.*

On the basis of the results of this study, it could be concluded that most of respondents were females, age between 31-40 years old, earned less than bachelor degree, single marital status, monthly income between 10,001-20,000 baht, and work for the company less than one year. The average overall picture of the opinions on the factors of motivation influencing employees' relationship of Swissotel Le Concorde Bangkok were at high level. The average picture of the opinions consisted of job description aspect, job completion aspect, job responsibility aspect, and admiration aspect, respectively. The overall picture of the opinions on contributing factors influenced employees' relationship to Swissotel Le Concorde Bangkok were at medium level consisted of relationship with supervisors, coworkers, subordinates, stable work, salary, and compensation, respectively. The overall picture of the opinions on relationship to Swissotel Le Concorde Bangkok were at high level. The hypothesis testing of the study revealed that motivation factors, such as timely job completion, ability to solve problems, social respect, assignments with challenge and interesting, and high job responsibility affected the relationship to Swissotel Le Concorde Bangkok at statistical significant 0.05. As for the overall picture of the opinion on contributing factors, such as salary, compensation, presently salary satisfaction, relationship with supervisors or subordinator, relationship with coworkers at all levels, and work as a team influenced employees' relationship at Swissotel Le Concorde Bangkok at statistical significant 0.05 level.

Recommendations from the study results were that administrative officers should regulate salary rate and compensation appropriate to positions, comparable salary to others hotel business, training for a leadership and career advancement, appreciation of employees by giving good employee rewards, independent decision making, job evaluation with fairness, support special activities events to enhance the relationship between the collaborators. Consequently, a willingness of personnel to devote its efforts to strengthen the productivity of the organization.

Keywords: *Motivational, Employees, Relationship.*

1. Introduction

1.1. Significance of the Study

The human resource management in the present, it's not only recruiting and selecting all employees, but it needs to create relationship between employees and organizations. By cultivating values, vision and mission of the organization. To create awareness in the business, target of organization, assign the roles to enhance and support the successful organization goal. This will result in a unified staff in the organization, self-esteem will occur, create organization loyalty and career progress. The successful organizations, create social benefit, and providing opportunities to employees. In return, employees feel love and proud to be a part of organization, willing to work hard, honest, protect organization's property which can be observed from the critical attitude toward 2 reasons, such as (1). satisfy with the job that assigned and complete job assignment according to

organization purposes. (2). The sense of ownership and responsibility, dedicate to the task due to the value to work assignments, and work completion with quality to benefit the organization.

In present day, the organization facing business change, such as both technology and human resource rapidly. Under these circumstances, the issue that needs to be considered as a priority is employees turn over which cost organization benefit and loss of human resources in all aspects which is a major problem and difficult to get the resolve. When employees work for organization for sometimes, they start to compare the salary and benefit to the others organization with the same operation, due to the experience and expertise that received from the present organization, they will get offered from other business with the same operation with higher salary and finally leave present organization to other organization. In order to retain quality employees with quality, knowledge, skills, abilities, moral, ethical, appropriate to culture and position in the organization, to remain with the organization as long as possible. The administrative officers who play an important role in the organization in driving force in the development of organization in term of vision, planning, business operation as well as a leader in creation of the commitment to provide employees with performance quality.

The hotel business is regarded as one of the business that have received attention in the labor market, workers from Thailand and foreigners are hired and resigned from the job, there are turnover at all times. The tourism incomes are increasing continuously every year (2558-2559 B.E.) reported by the tourism authority of Thailand.

From introduction above, the researcher was interested in studying performance motivational influencing employees' relationship of Swissotel Le Concorde Bangkok, the results from the study could be a guideline to strengthen the motivation of employees at Swissotel Le Concorde Bangkok and increase employee's relationship to the hotel.

1.2. The Purpose of the Study

The primary purposes of this study were to determine **the factors of motivation influencing employees' relationship of Swiss Hotel Le Concord in Bangkok** and the level of relationship of employees to Swissotel Le Concorde in Bangkok.

1.3. The Scope of the Study

The content of this study focused on performance motivational influencing employees' relationship to Swissotel Le Concorde Bangkok based on Herzberg and Steers theories. The theories consist of motivators (e.g. challenging work, recognition for one's achievement, responsibility, opportunity to do something meaningful, involvement in decision making, sense of importance to an organization) that give positive satisfaction, arising from intrinsic conditions of the job itself, such as recognition, achievement, or personal growth. Hygiene factors (e.g. status, job security, salary, fringe benefits, work conditions, good pay, paid insurance, vacations) that do not give positive satisfaction or lead to higher motivation, though dissatisfaction results from their absence. The term "hygiene" is used in the sense that these are maintenance factors. These are extrinsic to the work itself, and include aspects such as company policies, supervisory practices, or wages/salary.

1.4. The Sample Groups

The sample group of respondents were 284 Swissotel Le Concorde Bangkok employees.

1.5. The Period of Study

The study period started on November 2559 – February 2560 B.E.

2. Methodology

A questionnaire was a tool to collect data from 284 Swissotel Le Concorde Bangkok employees and the questionnaire contained 3 parts.

Part 1: Personal factors of respondents, there were 6 questions.

Part 2: The questionnaire concerning factors of motivational influencing employees' relationship of Swissotel Le Concorde in Bangkok, the Likert Scale was a five (or seven) point scale which was used to allow the individual to express how much they agree or disagree with a particular statement and processed with 10 statements.

Part 3: The questionnaire regarding hygiene factors which influenced employees' relationship of Swissotel Le Concorde Bangkok. The Likert scale (five-point scale) was used to allow the individual to express how much they agree or disagree with particular statement and processed with 15 statements.

Part 4: There were 15 questions concerning the level of employees' relationship to Swissotel Le Concorde Bangkok. The Likert scale was used to allow the individual to express how much they agree or disagree with particular statements.

3. The Results from the Study

On the basis of the results of this study, it could be concluded that most of respondents were females, age between 31-40 years old, earned less than bachelor degree, single marital status, monthly income between 10,001-20,000 baht, and work for the hotel less than one year. The average picture of the opinions on performance motivational influencing employees' relationship to Swissotel Le Concorde Bangkok as for the following details:

The overall picture of the opinions on performance motivational influencing employees' relationship to Swissotel Le Concorde Bangkok were at high level consisted of job description, job completion, responsibility, recognition for one's achievement, respectively. As for hygiene factors, the overall picture of the opinions on hygiene factors influencing employees' relationship to Swissotel Le Concorde Bangkok were at medium level which consisted of relationship with supervisors and subordinates, relationship with coworkers, job security, salary, and fringe benefits, respectively. The overall picture of the opinions on the level of employees' relationship at Swissotel Le Concorde Bangkok were at high level.

4. The Results of the Hypothesis Testing

Hypothesis 1: the different of personal factors of employees, such as gender, age, level of education, marital status, income, and period of work for the hotel were not effected the employees' relationship of Swissotel Le Concorde Bangkok.

Hypothesis 2: motivation factors influenced employees' relationship with Swissotel Le Concorde Bangkok which consisted of job completion, ability to solve problems, recognition for one's achievement, honorable and social respectable, challenging and interesting work, and high responsibility affected in the same direction to employees' relationship with Swissotel Le Concorde Bangkok.

Hypothesis 3: the hygiene factors influenced employees' relationship with Swissotel Le Concorde Bangkok consisted of status, job security, salary, fringe benefits, work conditions, good pay, paid insurance, vacations, relationship with superiors, coworkers, and subordinators in the same direction.

5. Conclusion

The results from the study of the factors of motivational influencing employees' relationship of Swiss Hotel Le Concord in Bangkok and the issues could be discussed as follows:

The overall picture of the opinions on performance motivational factors affected employees' relationship of Swissotel Le Concorde Bangkok were at high level which associated to the research study of Wanna Arvorn. (2557 B.E.), studied on work motivational vs. organizational relationship of Parliament operation employees level, Vanchai Sakultanard. (2555 B.E.), studied on work motivational relationship of service desk personnel of one bank, and Artittaya Saenavong. (2555 B.E.). studied on motivational relationship of operation and supervisor level at Technology and communication department of M University.

The overall picture of the opinions on hygiene factors affected employees' relationship of Swissotel Le Concorde Bangkok were at medium level which associated to the research study of Chaivat Osodumnaichoke. (2555 B.E.). studied on hygiene factors affected employees' relationship of computer company employees.

6. Recommendations from the Study Results

The recommendations from researcher as follows:

- 1) Hotel administrative officers should observe the ways the employees work closely so as to ensure that employees have knowledge, understanding, and to be able to apply their knowledge as well as skills to trouble shoot various problems and obstacles in performance of their duties as appropriately, advance career training in order for the employees to work with confidence and be able to self-problem resolved.
- 2) Hotel administrative officers should provide challenging work, recognition for one's achievement, responsibility, opportunity to do something meaningful, involvement in decision making, and sense of importance to an organization, perform exceptionally well in every position, and create pride in working for employees at all levels equally.
- 3) Hotel administrative officers should support the development of skills and expertise of the employees continuously. To initiate technology program development, allow employees to perform, and it should be interested and challenging work experience for the employees. Plan career advancement path for all personnel in order to be ready for their future professional occupations.
- 4) Hotel administrative officers should provide employees evaluation regularly in order to measure the performance levels and are aware of the capacity of the individual clearly, appropriate assignment according to the competence and performance of the employees, consequently employees feel valued and use the knowledge to full capabilities.
- 5) Hotel administrative officers should provide appropriate salary, benefit, adjust salary to current living expenses and comparable to others hotels, providing relevant information to describe the appropriate salary rates and fringe benefits due to the current economy and business situation.
- 6) Hotel administrative officers should allow employees at all levels to express their opinions concerning their performance of the career, to exchange knowledges of work of each position in order to achieve an understanding of the roles and responsibilities in the performance of their coworkers, and collaboration of teamwork.
- 7) Hotel administrative officers should provide employees social events in the hotel, all employees have the opportunity to participate in the events, love, harmony, it may be an activity by promoting teamwork, enhance the understanding of all employees at all levels, accepting the differences of others in order to receive good relationship together in hotel.

7. Suggestions for Further Study

The future researcher should study the events model in order to strengthen the relationship between colleagues.

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