

Motivation of Employee in N.A.P. Service and Trading Co., Ltd.

Praristha Thanompet¹, Tosaporn Mahamud²

^{1,2}Master of Business Administration, Kasem Bundit University, Suan Luang, Bangkok-10250
Email address: ²tos-49@hotmail.com

Abstract— The research on work motivation of employee in N.A.P. Service and Trading Co., Ltd. aimed to study factors that have impact on work motivation of employee in N.A.P. Service and Trading Co., Ltd. The study showed that most of the questionnaire respondents were female, age lower than 20 year old, graduated Bachelor's degree, monthly income 10,000-15,000 Baht, and period of employment less than 1 year. Factors affecting work motivation of employee were in medium level in general with the following order: job accomplishment had high level of mean; career growth had high level of mean; acceptance and respect had medium level of mean; salary had medium level of mean; working condition had medium level of mean; and social relations had medium level of mean. The research recommended that in order to enhance work motivation, CEO should give chances for young age employee to apply their knowledge, skills, and their full capability to work; adjust rewarding system; admire employees who accomplished their work target; assign work suitable with the capability of the employee; allow fair chance of career growth to all employees; train supervisor level to be a good leader, and how to guide subordinates to work; set proper salary and benefits comparing with other companies in the same industry; organizing appropriate work environment; and maintain work safety.

Keywords— Work motivation; employee of N.A.P; Service and Trading Co.; Ltd.

I. INTRODUCTION

Since social and economic conditions today have been changing and the changes have effects on human's life. Human resource plays significant role in the success of an organization as planned. Work motivation is the beginning of the process in order for employee to work effectively and efficiently toward the specified target, plan for business operation strategy and effective evaluation appropriate for an organization that keeps changing.

N.A.P. Service and Trading Co., Ltd. is a company that has large number of employees and each site is facing problem in higher rate of employee resignation. Therefore, it is required to promote employee's work motivation and to gain their satisfaction with the wage whether in the form of daily, monthly, the wage paid according to education level, or benefits. Salary, wage, and organization stability are crucial to create motivation in an organization including employees. These elements can lead to motivations of employees to work effectively with loyalty and commitment to the company. Employees may dedicate themselves in work and feel they are part of the organization, and this will result in reduction of employee resignation thus the company will benefit from work continuity and can grow at a better pace.

From the above background, researcher became interested to study work motivation of employee in N.A.P. Service and Trading Co., Ltd. and will apply the research findings as path to enhance employee motivation further.

Research objectives

To study work motivation of employee in N.A.P. Service and Trading Co., Ltd.

II. LITERATURE REVIEW

The research on work motivation of employee in N.A.P. Service and Trading Co., Ltd. was conducted in reference to

Herzberg's Two-Factor Theory including motivation factors and Hygiene factors with the following details.

1. Motivation Factor means factor that influence employee motivation to work more effectively, more efficiently, and to gain employee's job satisfaction. Factors that lead to motivation are as follows.

- Achievement means when person completes the job successfully it will help to satisfaction in such job.
- Recognition means acceptance from people in the organization.
- The work itself means interesting and challenging work that is solely performed by oneself from the beginning until completed.
- Responsibility reflects satisfaction that results from being chosen to have full authority and to be fully responsible for such work.
- Advancement means growth in the career because of that work such as promotion to a higher position, or an opportunity to obtain a higher education.

2. Hygiene Factor is the element that prevents employees from dissatisfaction. It is not a direct motivation to enhance work efficiency, examples are policy and work management of the organization as follows.

- Salary includes salary, wage, and compensation provided in exchange for the work in an organization. It may include an increase in salary of such organization.
- Possibility of Growth means employees' opportunity to be promoted which may include the situation that helps employees to gain more skills in their job.
- Interpersonal Relation with Superior, Subordinate, and Peers means behavior, manner, and any type of communication that show good relation among each other and can pleasantly work together.

- Status means the occupation is well accepted with honor in the society.
- Company Policy and Administration means the guidelines of the organization for work and administration.
- Working Condition means physical condition and environment in the work place such as working area, equipment, tools, and working atmosphere.
- Personal Life involves positive or negative feeling toward working in the organization. It can have direct or indirect impact on personal life or the work, mainly because of one's own feeling.
- Security means the feeling of employees toward sustainability in the career.
- Supervision-Technical means the working style of superior by using motivation factor to boost enthusiasm with an attempt to increase work efficiency. To motivate employees to work, superior should assign challenging work to increase responsibility of employees as well as promoting higher position which will make employees work more effectively.

III. RELATED RESEARCHES

1. Thani Saengchan (2010: Abstract) The study on work motivation of personnel working in Division of Provincial Administration, Amnajaroen Province. Overall and categorized results of the study indicated that personnel are working with high level of motivation.
2. Raksinaporn Songsermsad (2013: Abstract) The study on work motivation of housekeepers in Doing Well International Company Limited. The findings showed that motivation level of housekeepers were in the medium level.
3. Santiphob Wongsiri (2008: Abstract) The study on method to enhance work effectiveness of employees in production department of Siam Glass Industry Company Limited. The objective was to assess factors affecting job satisfaction. The result showed that the satisfaction level of employees were at a medium level (3.36).
4. Paweena Changphukeaw (2013: Abstract) The study on motivation that affects the performance of Tuberculosis Clinic officers in area 10 and 12. The findings indicated that relationship among motivation factor and hygiene factor was in a medium level.
5. Khanuengnit Ballangsak (2007: Abstract) The study on job satisfaction of employees in Rungsab Wash & Dye Company Limited found that the employees were satisfied with the job in a medium level.
6. Waraporn Muanglek (2011) The study on work motivation of employees in Lotus Hall Mining and Construction Engineering Company Limited. The study found that most of the employees were highly satisfied with their job.

IV. METHODOLOGY

Tools used in this research were questionnaires for data collection with the following details.

1. Tools used were questionnaires
2. Structure of the questionnaires consists of the 4 important part as follows:

- Part 1 : Personal data
 - Part 2: Questions about motivations that affect work performance of employees
 - Part 3: Questions about work motivation of employees in general.
 - Part 4: Recommendations by the questionnaire respondents including opinion and suggestions
3. Questionnaire was reviewed by the advisor to make sure of the completeness.

Data Collection

Questionnaires were collected from respondents by the researcher. After that researcher inspected for completeness to make sure the data obtained were completed and ready for analysis.

Statistics used in Data Analysis

For Descriptive statistics, Percentage and Mean were applied while for inferential statistics t-test, ANOVA analysis by f-test (One-way ANOVA), Correlation, Coefficient, and Regression Analysis were applied.

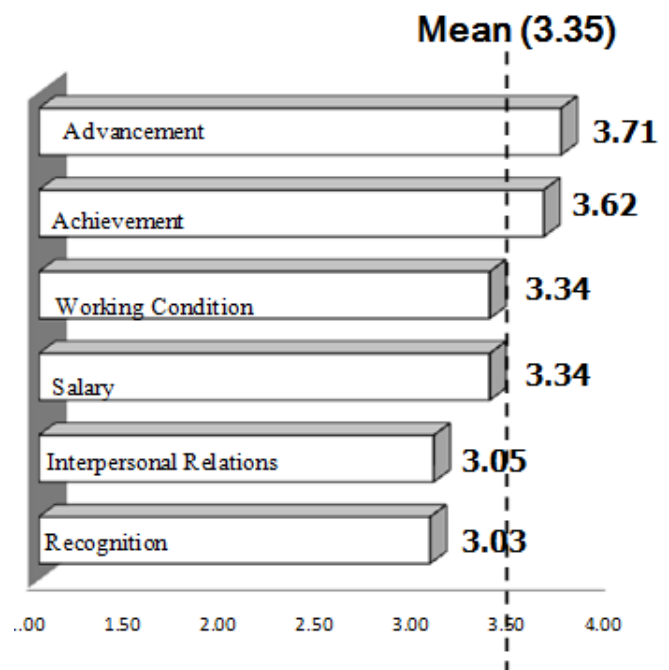


Fig. 1. shows means of work motivation in each aspect.

Findings

From the study, factors that affect work motivation of employees in N.A.P. Service and Trading Company Limited were as follows.

1. Achievement was in a high level. It was found that employees were satisfied with admiration by superior resulting from job completion and also gaining trust from superior. This is in accordance with the study by Thani Saengchan (2010: Abstract) that found acceptance from colleagues and superior; success in life; responsibility in the assigned duty; and interpersonal relation to be highly motivating the employees.

2. Advancement was in a high level. The finding showed that employees were satisfied with promotion for growth in career provided by the company. This resembled the study of Waraporn Muanglek (2011) which revealed that most employees were highly motivated by career advancement.

3. Recognition was in a medium level. The study found that employees felt they were not accepted by their superior. This is in the same direction with the research of Santiphob Wongsiri (2008: Abstract) which discovered that mean for job satisfaction in recognition aspect was in medium level.

4. Salary was in the medium level. The research found that employees were not satisfied with the compensation they currently received. This was in accordance with the study by Raksinaporn Songsermsad (2013: Abstract) which mentioned that work motivation of housekeepers in Doing Well International Company Limited regarding salary and compensation was in the medium level.

5. Working condition was in the medium level. It was found that equipment and tools were low quality and insufficient, dirty environment, not neat, unpleasant working atmosphere, and inconvenient transportation to the work place. This was

similar to the study of Santiphob Wongsiri (2008: Abstract) which revealed that mean of satisfaction on working environment and security in the work place was in the medium level.

6. Interpersonal relationship was in the medium level. The research indicated that superior personnel did not give advice about the job to subordinate, no admiration from performance improvement, no advice from colleagues about job and personal life, superior did not encourage when making mistake in the work, and colleagues did not have hospitality to help each other. This was in accordance with the research of Thani Saengchan (2010) that found interpersonal relationship to be in the medium level.

Hypothesis test result showed that gender and age have impact on work motivation. This is similar to the study by Waraporn Muanglek (2011) which discovered that difference in age results in different level of employees' work motivation.

The figure indicated that level of opinion on work motivation factor that affect the performance was in the medium level (3.35)

TABLE I. Shows results of analysis between motivation factors of employees in N.A.P. service and trading company limited.

	Unstandardized Coefficients	Standardized Coefficients	t	Sig.	Test Result	
	B	Std. Error	Beta			
(Constant)	-1.283	.519		-2.473	.015*	Related
Achievement						
-Trust from superior in work	.781	.377	.634	2.074	.041*	Related
-Admiration from superior	-1.100	.366	-.883	-3.005	.003*	Related
Advancement						
-Promotion consideration, promotion within the company	.298	.122	.258	2.440	.017*	Related
Recognition						
-Satisfaction with superior	1.174	.075	.860	15.677	.000*	Related
*. Significance Level .05						

TABLE II. Shows results of analysis between hygiene factors of employees in N.A.P. service and trading company limited.

	Unstandardized Coefficients	Standardized Coefficients	t	Sig.	Test Result	
	B	Std. Error	Beta			
(Constant)	.457	.718		.636	.527	Unrelated
Salary						
-Current compensation is suitable with knowledge and skills	.325	.128	.318	2.535	.013*	Related
-Regular consideration for increase in salary/compensation	.308	.101	.400	3.047	.003*	Related
Working Condition						
-Clean environment, pleasant and proper atmosphere	-.298	.144	-.230	-2.071	.041*	Related
- Interpersonal Relation with Superior, Subordinate, and Peers	-.002	.384	-.001	-.005	.996	Related

* Significance Level .05

V. CONCLUSION AND RECOMMENDATION

Researcher has recommendation from the study as follows.

1. Chances to express knowledge in work should be opened to young employees to motivate them to work more effectively.

2. Rewarding system and compliments should be in place to facilitate job completion.

3. Chances for advancement should be opened to all levels of personnel to build standard and ensure security to all employees.

4. Training should be arranged for superior level personnel to create good leader.
5. Salary and benefits structure should be reviewed regularly to enhance work motivation and set a standard and precise compensation system.
6. Attention should be paid to creation of proper working environment and security in the work place.

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