

# Motivation Factors Affecting Work Performance of Au Bon Pain Restaurant Employees

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**Abstract**— The purpose of this study was to determine motivation factors affecting satisfaction and work performance of Au Bon Pain restaurant employees. Samples were 140 Au Bon Pain restaurant employees by using a check list and rating scale questionnaire. The statistics used for data analysis were frequency, percentage, mean, standard deviation, t-test, One-way Anova, and regression analysis. Findings discovered that most of respondents were females, age between 31-35 years old, work for restaurant for a period of 7-9 years, monthly wages position. The average opinions on motivation factors affecting work performance of Au Bon Pain restaurant employees were in high level for the following reasons; interpersonal relations with supervisor, peers, advancement, the work itself, salary, working conditions, achievement, company policy, and job security. The hypothesis testing revealed that job position affecting work performance of Au Bon Pain restaurant employees with a statistical significant at 0.05 level and motivation factors of achievement, the work itself, interpersonal relations with supervisor, peers, and company policy was related to Au Bon Pain restaurant employees satisfaction with a statistical significant at 0.05 level. Recommendations from this study were administrative officers should focus on work completion, assign challenging jobs, assign job according to experience level in order to receive work achievement, high level of communication and friendly atmosphere among supervisors and workers, build organizational commitment, and strengthen relationship between workers. Consequently a willingness of personnel to devote its efforts to strengthen the productivity of Au Bon Pain restaurant, stay with the organization for the longest, and accepting and believing Au Bon Pain restaurant policy.

**Keywords**— Motivation.

## I. INTRODUCTION

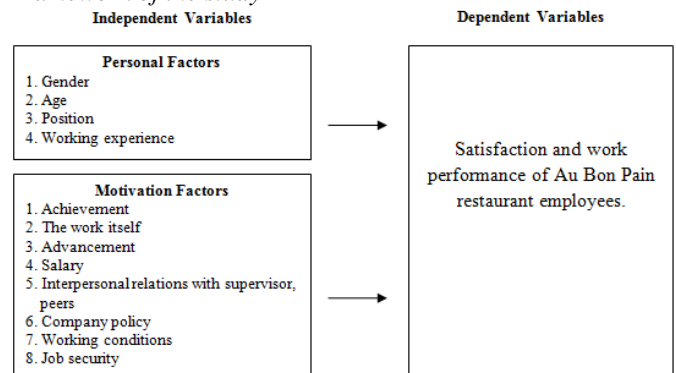
To accomplish management objective in all level of organizations depend on people. The terms human resources, human capital, intellectual assets, and talent management imply that it is people who drive the performance of their organizations along with other resources such as money, materials, and information. Successful organizations are particularly adept at bringing together different kinds of people to achieve a common purpose. To work with people effectively, we have to understand human behavior, and we have to be knowledgeable about the various systems and practices available to help us build a skilled and motivated workforces (Snell & Bohlander: 2010). In the spring of 1978, businessman Louis Kane was strolling through Boston's historic Faneuil Hall Marketplace when he noticed a display showcasing a new line of French bakery ovens. The aroma and quality of the fresh breads were enchanting. So enchanting in fact, it gave Louis an idea. Why not make wonderful, authentic fresh breads and croissants easily available to everyone in the city? From this chance encounter came the first ever Au Bon Pain.

From such a background, the researcher was interested in studying the factors which affected the motivation of employees work performance at Au Bon Pain International business in order to get attention from the managers to be aware of what employees needed and advise the findings to managers for a better solution of how to manage human resources at Au Bon Pain International business.

### The purpose of the study

To determine motivation factors affecting satisfaction and work performance of Au Bon Pain restaurant employees.

### Framework of the study



## II. LITERATURE REVIEW

This research study was to determine motivation factors affecting satisfaction and work performance of Au Bon Pain restaurant employees with two Frederick Herzberg theories.

- Motivation factors
- Hygiene factors

Motivation factors are needed in order to motivate an employee for better performance. These factors resulted from internal motives in employees. Hygiene factors are needed to ensure an employee does not become dissatisfaction. They do not lead to higher levels of motivation, but without them there is dissatisfaction. Specific study on achievement, the work itself, advancement, salary, interpersonal relations with supervisor, peers, company policy, working conditions, and job security. And study on others literature as:

1. Suchanya Jaidech (2010: Abstract) was study on motivation factors affecting work performance of Pathumwan Institute of

Technology officer. The objective of the study was to study on motivation factors affecting work performance of Pathumwan Institute of Technology officer. The results showed that the average opinions on motivation factors affecting work performance in the work itself factor and working conditions factor were at high level from the overall.

2. Angsada Sangwarthip (2011: Abstract) was study on factors affecting the motivation of employees working at Tesco Lotus Located within Bangkok. The objectives of the independent study were to study personal factors affecting to job motivation of Tesco Lotus staffs, Bang Khae Branch, to study motivation affecting to practice of Tesco Lotus staffs, Bang Khae Branch classified by practice accomplishment, respect, job achievement, policy and administration, stability, job condition, and relationship with colleague. The result of the study revealed that the average opinions on motivation factors affecting work performance in job security factor was at high level from the overall.

3. Narin Chanhom (2012: Abstract) was study on motivation in performance of duties of the Government Savings Bank officers under Kalasin regional Government Savings Bank. The purpose was to study the motivation in performance of duties of the Government Savings Bank officers under Kalasin regional Government Savings Bank. The results showed that the average opinions on motivation factors affecting work performance in achievement factor, advancement factor, salary factor, and company policy factor were at high level from the overall.

4. Worawit Pholab (2013: Abstract) was study on strengthening the incentives for employee's employment contract food and beverages of Grand Hyatt Erawan Bangkok. The objective is to study the factors that affect motivation in the performance of the contract staff, food and beverage departments. The results showed that the average opinions on motivation factors affecting work performance in interpersonal relations with supervisor, peers factor was at high level from the overall.

### III. METHODOLOGY

Samplings of the study were 140 restaurant employees selected from total of 213 employees by using a questionnaire as a tool. Used 5 Likert scale in questionnaire to measure with statistical application.

### IV. METHODOLOGY DISCUSSION

Findings discovered that most of respondents were females, age between 31-35 years old, work for restaurant for a period of 7-9 years, monthly wages position. The average opinions on motivation factors affecting work performance of Au Bon Pain restaurant employees were in high level for the following reasons; interpersonal relations with supervisor, peers, advancement, the work itself, salary, working conditions, achievement, company policy, and job security. Bar chart: Motivation factors affecting satisfaction and work performance of Au Bon Pain restaurant employees.

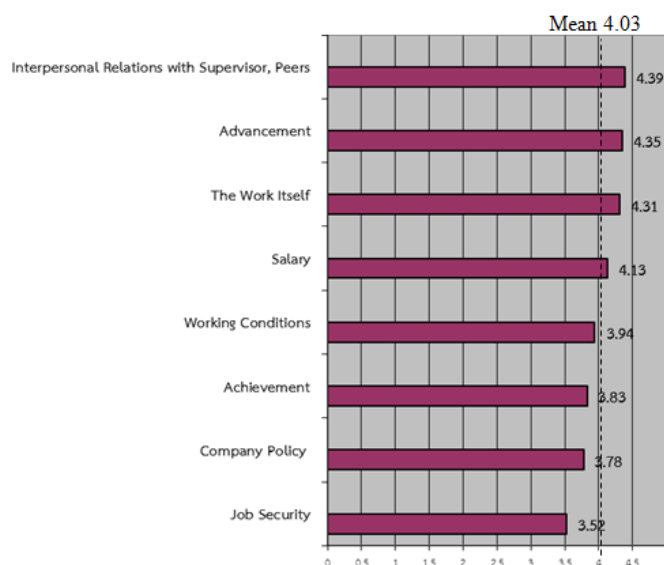


TABLE I. Multiple regression analysis data.

Motivation factor	Unstandardized coefficients		Standardized coefficients	t	Sig.
	B	Std. Error	Beta		
Constant	4.285	1.064		4.027	0.000
Achievement	0.200	0.065	0.261	3.068	0.003*
The work itself	0.200	0.064	0.270	3.139	0.002*
Advancement	0.037	0.085	0.044	0.431	0.667
Salary	0.077	0.076	0.112	1.016	0.312
Interpersonal relations with supervisor, peers	0.182	0.074	0.222	2.447	0.016*
Company policy	0.200	0.083	0.227	2.410	0.017*
Working conditions	0.078	0.073	0.121	1.073	0.286
Job security	0.010	0.077	0.011	0.130	0.896

\*Significant level at 0.05

### V. CONCLUSION

The hypothesis testing revealed that job position affecting work performance of Au Bon Pain restaurant employees with a statistical significant at 0.05 level and motivation factors of achievement, the work itself, interpersonal relations with supervisor, peers and company policy was related to Au Bon Pain restaurant employees satisfaction with a statistical significant at 0.05 level.

### VI. RECOMMENDATIONS

Administrative officers should focus on work completion, assign challenging jobs, assign job according to experience level in order to receive work achievement, high level of communication and friendly atmosphere among supervisors and workers, build organizational commitment, and strengthen relationship between workers. Consequently a willingness of personnel to devote its efforts to strengthen the productivity of Au Bon Pain restaurant, stay with the organization for the longest, and accepting and believing Au Bon Pain restaurant policy.

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