

# Motivation Factors Influencing Work Efficiency of Employees in Building and Physical Plant Sub-division of Ramkhamhaeng University

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**Abstract** - The study of motivating factors influencing work efficiency of employees in Building and Physical Plant sub-division of Ramkhamhaeng University aimed to evaluate motivating factors influencing work efficiency of employees in Building and Physical Plant sub-division of Ramkhamhaeng University. This quantitative research was conducted on 155 samples who work in Building and Physical Plant sub-division of Ramkhamhaeng University. Questionnaire was used as an instrument and statistics used to analyze data are descriptive statistics including frequency, percentage, mean, standard deviation, t-test, One-Way ANOVA, and regression analysis. The research revealed that most of the respondents are male aged 36-45 with lower than Bachelor's degree education and working as temporary workers with an experience of more than 20 years. Motivating factors influencing work efficiency of the employees in Building and Physical Plant sub-division of Ramkhamhaeng University are in high level overall consisting of security, recognition, achievement, salary/benefits, relationship with peers, advancement, work itself, and safety work environment. The study recommends that CEOs should focus on work environment such as office equipment used in the work should be modern and always ready to use, and this will increase work efficiency. Illumination and temperature has to be properly controlled, and air purifier should be installed in order to improve work environment and hence motivate employees to work.

**Keywords:** Motivation factor, work efficiency, Building and Physical Plant sub-division of Ramkhamhaeng University

## I. INTRODUCTION

Ramkhamhaeng University is classified in the 4<sup>th</sup> group for undergraduate level education which focuses on producing Bachelor's degree graduates with the vision to be learning organization with high performance. It also emphasizes on producing graduates with knowledge along with ethics in order for sustainable development of Thai society. Academic missions are to maintain quality of the graduates, improve course to keep up with standard and flexible in actions, cooperate with international academic forums to develop knowledge of people into international level by variety of education models according to academic standard.

Building and Physical Plant sub-division of Ramkhamhaeng University [1] reports to Office of President of Ramkhamhaeng University. Its duty is to perform according to policies of the university i.e. to support teaching and study by provision of buildings, materials, equipments, maintain cleanliness of the buildings, gardens, and all places in the university as well as maintenance of buildings, equipments, and vehicles. It also provides facilities for the university's personnel and students such as canteen management by assuring sufficient food and cleanliness of the places as well as safety & securities, transportation and traffic within the university's territory. In addition, infrastructures such as water, electricity, telephone, and support of university's activities are taken care by Building and Physical Plant sub-division of Ramkhamhaeng University. It is an important organization reporting directly to Office of the President of Ramkhamhaeng University. Its personnel are performing supporting work for effective teaching and learning in the university. Nature of this work needs team work and it takes part and plays important supporting roles in university management (Building and Physical Plant sub-division, 2010, p.32-33).

Building and Physical Plant sub-division of Ramkhamhaeng University has been continuously developing its competitiveness and it is flexible to change for better efficiency and effectiveness. To achieve targets specified in the university's policies, improvement of personnel capacities have to be continuously assured. For the above reasons, the researcher could see necessity in studying motivating factors influencing work efficiency [2] of employees in Building and Physical Plant sub-division of Ramkhamhaeng University and shall apply results of the research as guidelines to further motivate personnel in Building and Physical Plant sub-division of Ramkhamhaeng University.

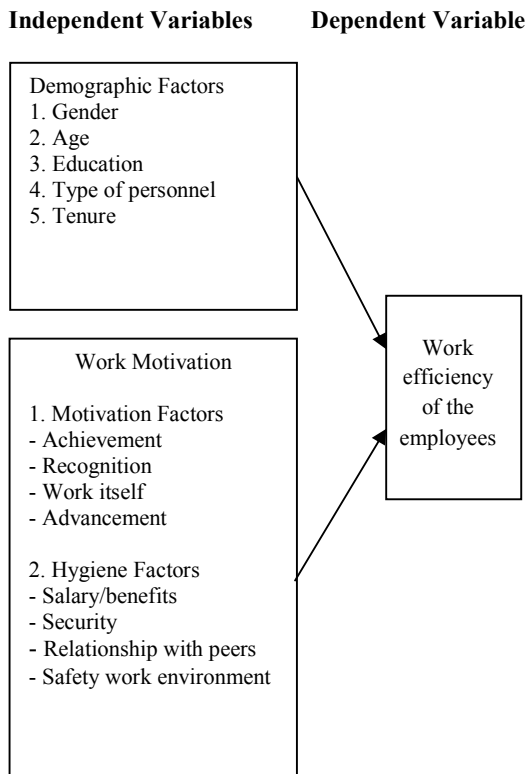
### A. Research Objectives

The objective of this work is to study motivating factors influencing work efficiency [6] of

employees in Building and Physical Plant sub-division of Ramkhamhaeng University.

**B. Conceptual Framework**

In the study of motivating factors influencing work efficiency [5] of employees in Building and Physical Plant sub-division of Ramkhamhaeng University, the researcher has applied the Two-factor theory of Frederick Herzberg and Work Efficiency theory of Gilbert along with related studies to form conceptual framework below.



**Figure 1. Conceptual Framework**

**II. LITERATURE REVIEW**

In the study of motivating factors influencing work efficiency [2] of employees in Building and Physical Plant sub-division of Ramkhamhaeng University, the researcher has done the search on articles, concepts, theories, and related theories to apply to the study as follows:

Herzberg’s Two-factor Theory deals with 2 types of factors. One is relation of job satisfaction with motivation factors such as responsibility & challenges which involves nature of work [3]. The other is relation of job satisfaction with hygiene factors such as compensation and work condition which involves work environment. Motivation factors play a role in motivating employees to

work. They consist of 5 dimensions: achievement, recognition, job characteristics, job responsibilities, and job advancement. Hygiene factors help to prevent employees from job dissatisfaction. They do not help in motivation but without these factors being fulfilled, employees may have job dissatisfaction. Hygiene factors have 4 aspects consisting of: compensation/salary, job security, relationship with peers, and safety work environment. Gilbert’s theory of work efficiency [6] mentioned that people bring three things along with them to work: knowledge, capacity, and motives:

1. Knowledge is the ideas and skills about work derived from education, training, and work experience.
2. Capacity is physical and intellectual capability of working people.
3. Motives include value, beliefs, admiration, like, dislike, etc.

**III. RESEARCH METHODOLOGY**

Instrument used in the research is questionnaire distributed to 155 samples of employees in Building and Physical Plant sub-division of Ramkhamhaeng University. The questionnaire was divided into 4 parts.

- Part 1 consists of 5 questions about demographic data of the respondents
- Part 2 includes 5-level rating scale questions about opinion on motivation factors that have effect on work efficiency [5].
- Part 3 contains 5-level rating scale questions about opinion on work efficiency.
- Part 4 are open-ended questions about guidelines for improvement of work efficiency [4] allowing respondents to express their opinions and suggestions.

**A. Data Collection**

1. Collecting data by gathering from different sources such as textbooks, articles, and related studies.
2. Collecting data by using questionnaires with target group of samples, then review to make sure of data completeness and ready to be analyzed.

**B. Data Analysis**

Data was assessed using computer program to find percentage, mean, and use Microsoft Excel to create pie chart and bar chart, and then discussed the results of the study by presentation and analysis of each variable.

### C. Findings

The research revealed that most of the respondents are male aged 36-45 with lower than Bachelor's degree education and working as temporary workers with an experience of more than 20 years. Motivation factors influencing work efficiency of the employees in Building and Physical Plant sub-division of Ramkhamhaeng University are found to be in high level overall consisting of 8 aspects i.e. security, recognition, achievement, salary/benefits, relationship with peers, advancement, work itself, and safety work environment.



Figure 2 showing overview of 8 motivation factors that influence work efficiency

Figure 2, indicates that motivation factors influencing work efficiency of the employees in Building and Physical Plant sub-division of Ramkhamhaeng University are found to be in high level of all 8 aspects

### IV. CONCLUSION AND RECOMMENDATION

Motivation factors influencing work efficiency of the employees in Building and Physical Plant sub-division of Ramkhamhaeng University are found to be in high level overall. CEOs should focus on work environment such as office equipment used in the work should be modern and always ready to use, and this will increase work efficiency. Illumination and temperature has to be properly controlled, and air purifier should be installed in order to improve work environment and hence motivate employees to work.

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