

Motivation Factors affecting Operational Efficiency of Employee of Navamin 9 Hospital

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Abstract—The purpose of this research was to study the level of operational efficiency of employee of Navamin 9 Hospital, to study the motivation factors of employee of Navamin 9 Hospital, to study the relationships among motivation factors affected the influence of operational efficiency of employee of Navamin 9 Hospital, The research sample was consisted of 270 employee of Navamin 9 Hospital. The instrument used was a five-level scale questionnaire followed by Likert's. The data was analyzed by percentage and mean. The hypotheses of the study have been tested by t-test and F-test (One-Way ANOVA) Pearson Product Moment Correlation and Multiple Regression Analysis.

The result found that a majority of sample are female, aged between 26-35 years old, single status, working experience above 3-4 years, working as operations level in Nursing division, with diploma's degree and have monthly income between 20,000-30,000 baht. For overall motivation factors aspect were at high levels. For overall hygiene factors aspect were at high levels. For overall operational efficiency of employee aspect were at high levels. The difference of personal characteristics of gentle status, married status, age, working experience, working position, division, knowledge and monthly income affected to the difference of operational efficiency of employee of Navamin 9 Hospital at statistical significant levels of 0.05. For the result of motivation factors a relationships with the operational efficiency of employee of Navamin 9 Hospital, the overall aspect have a relationships with the operational efficiency of employee were at middle levels with positive correlation at statistical significant levels of 0.05. For overall hygiene factors of employee's performance aspect have a relationships with the operational efficiency of employee were at middle levels with positive correlation at statistical significant levels of 0.05.

The study suggested that the senior management should have knowledge and understanding in type of job, provide a scope of responsibility of work, set a challenge position for suitable worker. Give opportunity for employee to growth up and show creative idea. Create morale and encouragement. To support group relationship activities, provide necessary training program to be upgraded employee's job knowledge, should consider the suitable equally employee's benefit policy upon the currently situation.

Keywords— Motivation Factors Affecting.

I. INTRODUCTION

In today's world which is a world of information and modernity. The business has a rapid growth rate and can make a tremendous profit for entrepreneurs, (Garanina, Gonin, &

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Goncharenko, 2010) that is, the service business itself and Effect of technology and trade openness Causing the service industry to expand and attract entrepreneurs into the business When an entrepreneur builds a business, needs people to do customer service. And those who are already preparing to enter the labor market in the service business or those who are already doing this job

Therefore, it is very necessary to understand the "service" of today's global change quickly, in terms of economy, society, environment, science, including technology. Various, especially the information system that affects people the organization must have personnel development. In order to have knowledge, skills, and need to create incentives for employees. For employees in the organization to create love and loyalty to the organization Will result in increased organizational efficiency and effectiveness Both in terms of service quality and business competition. Because employees are fully diligent in their work for the survival of the organization

Human resources are important (Kibanov, Batkayeva, & Mitrofanova, 2013). to the country. And the organization as a resource and the most important factor in managing the organization. The nation's quality human resources also lead to a good economy, society, politics and the environment. The organization of knowledgeable and capable human resources will make the organization successful in all aspects. If human resources are organized appropriately and efficiently Human resources are the only thing that will bring about the achievement of the objectives. And bring the success of victory to the organization because human resources are important factors that cause differences in competition. (Firescu, & Popescu, 2015).

At present, the health service organization Must present rapid change and fluctuation Due to political, economic and social causes As well as globalization technology As well as facing business competition in order to gain advantage Which these results in the health service organization Various public and private sectors Must adjust to keep up with the situation These events For the organization to exist and grow in the current situation By focusing on systematic resource management Highest efficiency and maximum benefits To prepare to face the problem And develop the organization to remain stable The company will

experience Achieving and achieving that goal depends on the people in the organization and the administration of the executives. (Jung & Kim,2012). Therefore, personnel are responsible for the business to achieve its goals with efficiency and effectiveness. At the same time Personnel in the organization can cause problems for the organization as well. Because everyone has different needs, goals, and different ideas To make personnel in the organization. Work for the organization with determination (Gassenheimer, Siguaw, & Hunter, 2013).

Enthusiasm fully dedicated to the organization. Executives need to create motivation to motivate personnel to be satisfied with work. (Giannarakis, 2016). Which is to create incentives for personnel working for the organization Regardless of how difficult the work is The use of motivation is therefore important to use people with the same goals. And able to overcome all obstacles well motivation to work It is a positive feeling for a person towards work. It is the happiness of the person who arises from the operation and receives compensation. (Kibanov, Batkayeva, & Mitrofanova, 2013). The result of satisfaction will cause enthusiasm. Have a commitment to work Have morale These will affect the efficiency and effectiveness of work. Including affecting the success and achieving the goals of the organization. The students are interested in studying Work motivation and job efficiency of factory staff Nawamin 9 Hospital to be developed to create incentives for employees of Nawamin 9 Hospital so that it can increase the efficiency and effectiveness of work. The organization will be able to achieve its goals. Also helping to maintain personnel that are knowledgeable and effective to remain with the organization throughout The objectives of the study were to study the level of work efficiency of staff at Nawamin Hospital. 9, to study the work motivation of the staff at Nawamin Hospital 9, to study the relationship between work motivation and job effectiveness of staff at Nawamin Hospital. 9 to compare the operational efficiency of staff at Nawamin Hospital 9 Classified by personal information (Klarner, ,Treffers, Picot, 2013)

Hypothesis of the study

1. Different personal information It has different effects on the work efficiency of the Nawamin 9 Hospital staff.
- Motivation factors correlated with job performance of staff at Nawamin 9 Hospital.
3. The supporting factors are related to the efficiency of the work of the staff at Nawamin 9 Hospital.
4. Motivation factors influence the efficiency of the staff of Nawamin Hospital 9
5. Supporting factors influence the efficiency of the work of Nawamin Hospital staff 9.

II. SCOPE OF STUDY

Regarding educational content on Work motivation and job efficiency of factory staff Nawamin 9 Hospital relies on Herzberg 'Two –Tactor Theory's motivation theory. The two-factor theory consists of motivation and support factors and

work efficiency, work quality, work quantity, time and value. Spend

In terms of population and samples used in the study, there were 270 employees in Nawamin 9 Hospital selected by sample.The duration of the study period between June and September 2018.

A. Study results

Comparison of supporting factors influencing job efficiency of hospital staff.

Supporting factors influence efficiency (Unstandardized)	B	Error	Beta	t	Sig.	test
(Constant)	.823	.259	3.181	.002		
Governing	.104	.071	.101	1.459	.146	no
Salary	.121	.076	.096	1.584	.115	no
Working conditions	-.178	.111	-.152	-1.595	.112	no
Relations with colleagues	.014	.122	.012	.112	.911	no
Career status	.111	.088	.109	1.269	.206	no
Job security	.066	.107	.057	.620	.536	no
The opportunity to get progress in the future	-.065	.066	-.057	-.976	.330	no
Policy and administration	.289	.118	.279	2.452	.015*	no
As for personal living.	.312	.113	.302	2.747	.006*	no

* Statistical significance at the level of .05 (2-tailed).

Comparison of supporting factors influencing work efficiency of employees It was found that the policy and administration (Sig = .015) and the privacy (Sig = .006) had an influence on the efficiency of the work of the staff at Nawamin 9 Hospital with statistical significance at Level. 0

III. HYPOTHESIS TEST RESULTS

Hypothesis 1 Different personal factors It has different effects on the work efficiency of the Nawamin 9 Hospital staff. Found that personal information regarding marital status, age, working period, job position, education level Different Affecting work efficiency of staff at Nawamin 9 Hospital was statistically significant at the .05 level. The relationship between work motivation and work efficiency of staff at Nawamin 9 Hospital.

Hypothesis 2, motivation factors are related to the work efficiency of employees. Nawamin 9 Hospital found that motivation factors correlated with the efficiency of the employees' performance in general, moderate level in the same direction. Each side consists of Aspects of work Success in the workplace Responsibility received Medium relationship level, same direction Career progress And in terms of being respected Relative level, least in the same direction Statistical significance at the level of .05

Hypothesis 3, the supporting factors are related to the work efficiency of the employees. Nawamin 9 Hospital found that the supporting factors correlated with the work efficiency of the employees in general, at the moderate level, the same direction. Each side consists of As for personal living Policy and administration High affinity level in the same direction

Career status Job security Relations with colleagues Governing Working conditions Medium relationship level, same direction Salary And the opportunity to get progress in the future Relative level, least in the same direction Statistical significance at the level of .05 (Havlíček, Thalassinos & Berezkinova, 2013).

Hypothesis 4 Motivation factors influence the work efficiency of staff at Nawamin Hospital. 9, the study found that Motivation factors correlated with the work efficiency of employees at the Yumin 9 Hospital, consisting of work characteristics. In the matter of the work performed to match your knowledge and ability. And the success of the work In regard to your work successfully, according to the goal and on time. You are proud of the work that has been accomplished. The success you are receiving has helped to motivate / motivate you to work more. Your performance has been as successful as expected, resulting in the encouragement to improve work. Statistical significance at the level of .05

Hypothesis 5 Supporting factors influence the work efficiency of staff at Nawamin Hospital. 9, the study found that The supporting factors that have an influence on the efficiency of the work of the employees at the Hospital 9, consisting of policy and systematic management. The organization has a systematic and standardized method of operation. Fair management Run as a family Fraternity And with regard to personal well-being in working conditions, you will be able to improve your well-being Work characteristics make the family a better living. The more work you do, the happier you are. Statistical significance at the level of .05

IV. SUGGESTIONS FROM STUDIES

The students have suggestions from the study for the following benefits:

A. Motivation factor

1. Aspects of work Importance is at a high level. Executives or supervisors There should be confidence in the work. And should specify the nature of the assignment To be interesting, challenging, suitable for people In which employees can accomplish the task themselves And with progress tracking regularly

2. Responsibilities received Importance is at a high level. Executives or supervisors should specify the scope of duties and responsibilities. Job responsibilities for employees clearly and fully And once the assignment has been assigned Should let employees make decisions By fully exercising the authority Not overseeing until too close And gives employees the opportunity to constantly create new works

3. Career progress Importance is at a high level. The organization needs to set up employee growth plans. Employees should be given the opportunity to promote higher positions as appropriate for their work efficiency. And fair And the organization should provide training Developing skills at a higher level even more

4. Recognition Importance is at a high level. Therefore, executives should pay attention to the recognition of

employees. Give awards or praise to those who perform well. To create motivation to be accepted in society From colleagues and supervisors

5. Success in work Importance is at a medium level. The organization should create values for all employees. When employees finish their work well The organization must demonstrate the appreciation of the achievement in the performance of employees. By showing satisfaction and allowing employees to see the value of their work as well, for example, giving the opportunity to show creativity to be part of the job success.

B. Supporting factor

1. Security at work Importance is at a high level. Executives should build confidence among employees in the organization. That the organization has grown steadily Make employees believe and strive to work at full efficiency for the sustainability of the organization.

2. Relations with colleagues Importance is at a high level. Therefore, executives should pay attention to creating a good relationship between employees. Organize labor relations promotion activities To create unity among employees

3. Working conditions Importance is at a high level. Therefore, the management should develop and improve the location by organizing and cleaning the internal appropriately. Especially the space for placing documents In order to be convenient and easy to find and use Or may campaign and strengthen 5S activities to raise awareness about maintaining a pleasant working environment

4. Privacy Importance is at a high level. Executives should look after the well-being of employees. Always inquire about work problems or morale in work. Without causing employees to feel abandoned And not being taken care of

5. Policy and administration Importance is at a high level. Therefore, management should have an operational policy. Chain of command Clearly so that all departments can work under the agency that is responsible correctly. And reduce conflicts within the organization And to increase the efficiency of management

6. Career status Importance is at a high level. Administrators should specify the status of the positions and duties of various professions in the organization, recognizing the importance of every profession. In order to create acceptance from other people as well as to strengthen the values of mutual respect Whether in a position that is higher or lower Should show acceptance from each other

7. Governing body Importance is at a high level. Supervisors have a very important role to the duty. Therefore, management should appoint supervisors with knowledge and ability to transfer knowledge to operators correctly. Neutral Is a good role model in performing duties willingly and intentionally As well as having good human relations for all employees in the organization

8. Opportunities for future progress Importance is at a medium level. Organization needs to be defined And plan career advancement for employees Employees should be given

the opportunity to advance to higher positions in the future. As appropriate to the efficiency of work And fair And the organization should provide training Developing skills at a higher level even more

9. Salary Importance is at a medium level. Administrators should set salary criteria as appropriate. In line with current economic conditions And fair In order to create satisfaction and non-conflict among employees in the organization.

V.SUGGESTIONS FOR FURTHER STUDIES

Should study other factors related to motivation such as morale and performance Or job security factors of employees That affects the efficiency of the work, etc. Qualitative research should be added together with quantitative research, such as executive interviews. In order to get a clearer study result

There should be a study of the possibility of improving the various welfare of the organization to suit the needs of the staff. And current economic conditions Because some types of benefits may not provide benefits for most employees, such as parking benefits for fixed positions.

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