

APPROVAL SHEET

This research entitled, **“THE EFFECT OF MOTIVATION ON WORK PERFORMANCE OF THE RESTAURANT STAFF”**, in partial fulfillment of the requirements for the degree **BACHELOR OF ARTS** major in **ENGLISH FOR BUSINESS COMMUNICATION** by **ONPREYA SIRITANG, PACHPOL TUMTONG, BORWORNPHAN CHIMKAEW, KITTEE NGOENNIM** has been examined, accepted and recommended for Oral Examination.

Dr. Juan Rodrigo B. Del Villar

Advisor

PANEL OF EXAMINERS

Approved in partial fulfillment of the requirements for the degree Bachelor of Arts major in English for Business Communication by the Panel of Examiners with a grade of _____.

Associate Prof. Dr. Boonruang Chunsuvimol

Committee

Ramona Bedonia Bayoging, M.A.

Committee

ACKNOWLEDGEMENT

We would like to express our truthful gratitude to all those who have contributed to the successful completion of this research project. Without their support, guidance, and encouragement, this work would not have been possible.

First, we extend our heartfelt thanks to our supervisor, Dr. Juan Rodrigo B. Del Villar, for his invaluable guidance and mentorship throughout the course of this research. Their expertise and insightful feedback greatly enhanced our understanding of the subject matter.

Our gratitude also extends to our friends who provided us with valuable insights and suggestions, helping us refine our ideas and approach. Their discussions and effort significantly contributed to the overall quality of this work.

Last but not least, we are deeply thankful to our families for their unwavering support and understanding throughout this journey. Their encouragement and patience have been a constant source of motivation

DEDICATION

We dedicate this research work to all the unsung heroes whose perseverance and determination inspire me every day. To the curious minds that seek knowledge relentlessly, and to those who tirelessly push the boundaries of understanding, this work is a tribute to your spirit. In particular, we dedicate this research to my family, whose firmly support has always been my foundation. Your encouragement and belief in me have been my driving force, and I am grateful beyond words for your sacrifices. I also dedicate this work to my mentors and educators, who have cultivated my intellectual growth and guided me with their wisdom. Your guidance has illuminated my path and shaped my approach to learning and discovery. Lastly, I offer this research to the pursuit of knowledge itself. May our collective efforts continue to unravel the mysteries of the universe and lead to advancements that benefit all of humanity.

ABSTRACT

This research focuses on work motivation of the restaurant staff in Ongkharak, Nakhon Nayok. This study was conducted by quantitative method and collected the data through online website, Google Form. The Invitations were sent on site with letters. The questionnaire has gathered the data from 25 respondents from Bittersweet, Fair Fae café and Fish Noodles in Ongkhalak. The questionnaires are expected to measure the restaurant employees' agreement. With responses ranked on a scale from 1 to 5 as follows: (1) Strongly disagree, (2) Disagree, (3) Neutral, (4) Agree, and (5) Strongly agree. The information collected during data collection were analyzed by the researchers. The Findings of lunch break, rest breaks and leaves given by the organization (4.12) is the most motivated factor of the restaurant staff. An analysis showed P-value of 0.000078 is lower than the critical value of 0.396 at 0.05. This means that there is a significant relationship between work motivation and work performance. In conclusion, the staff are likely to attend to work more often, accept extra works, and finish the work on time if they are provided with the medical benefit, vehicle, salary, being recognized by the manager, and healthy work environment. It is recommended that giving the restaurant employees the proper lunch break, rest breaks and leaves, along with the accommodation and healthy environment.

Keywords: Work motivation, Work performance, Restaurant, Employees

TABLE OF CONTENTS

TABLES OF CONTENTS	
APPROVAL SHEET.....	i
ACKNOWLEDGEMENT.....	ii
DEDICATION.....	iii
ABSTRACT.....	iv
TABLE OF CONTENTS.....	v
CHAPTER 1 PROBLEM AND ITS SCOPE	
Introduction.....	1
Schematic Diagram of the Study.....	2
Statement of the Problem.....	3
Hypothesis.....	3
Significance of the Study.....	4
Scope and Limitations of the Study.....	4
Definition of Terms.....	5
CHAPTER 2 LITERATURE REVIEW	
Work Motivation.....	7
Intrinsic and Extrinsic Work Motivation in Perspective.....	7
Motivation, Performance, and Effectiveness.....	8
CHAPTER 3 RESEARCH METHODS	
Design.....	10
Setting.....	10

Respondents and Sampling Procedure.....	11
Data Gathering Procedure.....	12
Instrument.....	12
Statistical Treatment.....	13
CHAPTER 4 PRESENTATION, ANALYSIS, AND INTERPRETATION OF DATA	
Table 4, Salary Questionnaire.....	14
Table 5, Recognition Questionnaire.....	15
Table 6, Fringe Benefits Questionnaire.....	15
Table 7, Accomplishment of Tasks on Time Questionnaire.....	16
Table 8, Acceptance of Extra Responsibilities Questionnaire.....	16
Table 9, Regular Attendance on Work Questionnaire.....	17
Table 10, Pearson Correlation Analysis of Work Motivation to Work Performance	18
CHAPTER 5 SUMMARY, CONCLUSIONS, AND RECOMMENDATIONS	
Summary.....	19
Conclusions.....	20
Recommendations.....	20
REFERENCES.....	22
APPENDICES	
Appendix A – Approval Letters.....	24
Appendix B – Questionnaire.....	27
Appendix C – Resume.....	30
Appendix D – TOEIC.....	34

CHAPTER 1

THE PROBLEM AND ITS SCOPE

Introduction

One of the significant challenges faced globally in organizations is the issue of employee motivation and its impact on work performance. Many companies struggle to effectively motivate their employees, leading to the decrease of productivity, low morale, and low performance levels. One of the problems is the lack of understanding of individual motivational factors. Each employee has unique needs, wants, and drivers that influence their level of motivation. Organizations that fail to recognize and address these individual differences may find it challenging to create a motivating work environment. Employees may become disengaged, resulting in decreased productivity and low performance levels.

Employee motivation and its impact on work performance is a critical issue faced by organizations in Asia. Another challenge is the cultural perception of work and the frequency of long working hours. In some Asian countries, there is a cultural expectation of working long hours, often referred to as "presenteeism". Which focuses on the quantity of hours spent at work rather than quality can lead to burnout, decreased motivation, and reduced work performance. The focus of working longer can discourage employees from seeking a healthy work-life balance, impacting their motivation and overall performance.

Nationally, employee motivation plays an essential role in driving economic success. Motivated employees are more engaged, committed, and productive, resulting increasing efficiency within organizations. When one country's workforce is motivated and performs at its best, it contributes to higher levels of productivity, morale, and overall economic

performance. On the other hand, a lack of employee motivation can lead to the greatly decreased of productivity, poor quality of work, and lower levels of competitiveness for both organizations and the whole nation. Those employees who interact directly with customer highly influence the level to the customer satisfaction consequently the organizational performance will be improved too.

Based on the above facts, this study would like to find out the situation in Thai food restaurant at Nakhon Nayok on employee motivation affecting the work performance and how critical is this to the province and nation.

Theoretical Framework and Conceptual Framework

This research focused on the relationship between the motivation and the work performance in Thai food restaurant. Below is the Theoretical Framework and Conceptual Framework of this study.

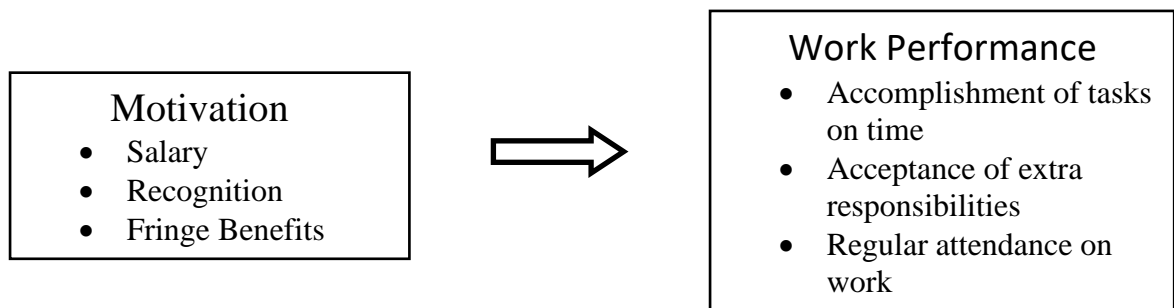


Figure 1. Schematic Diagram of the Study

Statement of the Problem

This study aims to investigate the relationship of motivation to work performance. Specifically, this was guided by the following questions:

1. How do the respondents assess their motivation in terms of:
 - a. salary;
 - b. recognition;
 - c. fringe benefits?
2. To what extent is the level of work performance of the respondents in terms of:
 - a. accomplishment of tasks on time;
 - b. acceptance of extra responsibilities;
 - c. regular attendance on work?
3. Is there a significant relationship between employees' motivation with their work performance?

Hypothesis

Ho. There is no significant relationship between motivation and work performance

Significance of the Study

Restaurant Managers and Owners. This will be a guide and navigate them in discovering reliable, trustworthy factors that are known as a major data for further understanding on the topic. This research is going to be the one of the possible sources that they will surely need in their future studies.

Customers. This research will surely benefit the customers as the restaurant managers learn how to make their employees stay motivated leading to higher service quality, customer loyalty, and positive word-of-mouth.

Employees. Employees can gain information about how they can improve their own work performance and satisfaction. Additionally, the findings can help employees understand the importance of their role in the success of the restaurant.

Academic Research. This research will be useful in any relevant field of study including researchers or students who are looking to study to continue their studies or contribute their theory or be used as reference.

Investors. This complete research will provide insights about the motivation of employees in the restaurant. The investors who are looking to invest in any of the restaurants will know the process to motivate the employees. They can use this research as a benchmark.

Scope and Limitations of the Study

The study was focused on the motivation of the employees affecting their work performance in Thai restaurants at Bueng San sub-district of Ongkharak district, Nakhon Nayok, Thailand. With 25 respondents.

Definition of Terms

Motivation. The term refers to why a person does something. It is the driving force behind human actions. Motivation is the process that initiates, guides, and maintains goal-oriented behaviors. (Morin, n.d.)

Employee. The term refers to an individual who works for someone else in exchange for compensation. The exact nature of an employee arrangement is important, since the applicability of payroll taxes and the responsibility for their remittance depends on whether someone is an employee. (Bragg, 2022)

Job performance. The term refers to an aggregate of employee behaviors that have some expected value to organizations (positive or negative). These behaviors can be classified into three broad classes: task performance, contextual performance, and counterproductivity. Task performance is composed of behaviors that either (1) directly transform raw materials into products and services or (2) service and maintain the successful transformation of raw materials. Task performance behaviors are role prescribed; that is, they are explicitly written in an employee's job description. (Chernyshenko & Stark, 2005)

Customers. The term refers to an individual or business that purchases another company's goods or services. Customers are important because they drive revenues. Without them, businesses can neither survive nor thrive. (Kenton, 2023)

Restaurant Managers. The term refers to a restaurant Managers that ensures restaurants run smoothly and efficiently. They seek to provide customers with pleasant dining experiences that live up to brand standards. Their efforts, which include effectively managing

employees, are ultimately geared towards safeguarding the profitability of the restaurant.
(Giannotti, n.d.)

CHAPTER 2**LITERATURE REVIEW**

This chapter provides an overview of the relevant literature and studies related to the present study. These sources include books, unpublished studies, journals, and websites that serve as a frame of reference for the research.

Work Motivation

Work motivation refers to how much a person tries to work hard and work well--to the arousal, direction, and persistence of effort in work settings. Theorists have also sought to clarify distinctions between motivation and other major concepts. For example, they distinguish general work motivation from affective and attitudinal states such as work satisfaction (e.g., Campbell and Pritchard, 1983). They usually define job satisfaction as a matter of affect and attitude, of how one feels about the job and various facets of it, sometimes including behavioral components such as whether or not one intends to quit. Some people express satisfaction without displaying motivation to perform well. Highly motivated people may express dissatisfaction in certain ways because of their high standards or because they require better rewards than they get. (Golembiewski, 2000)

Intrinsic and extrinsic work motivation in perspective

Persons are intrinsically motivated if 'work is performed for work's sake'. Many different conceptualizations of intrinsic preferences exist (see Deci and Ryan, 1985) but the phenomenon corresponds well to everyday observation and experience. For our purpose intrinsic work motivation is identified with work morale or work ethic, Extrinsic preferences are activated from outside the person concerned. External interventions inducing persons to

perform may be positive (mainly financial work incentives) or negative (threat of wage cuts or of dismissal). (Frey, 1997)

Motivation, Performance, and Effectiveness

The chapters in the first part of the book deal with the motivational conditions of performance at work. They aim at an understanding of fundamental motivational structures of achievement behavior that are crucial for the efficiency and effectiveness of work. To characterize the motivational structure and dynamic of the achievement behavior, Locke and Latham have conceptualized a high-performance cycle in the introductory chapter. They have outlined a theoretical framework in which the central variables of successful performance in organizations can be placed. Goal setting, feedback, mechanisms, and moderators of the transformation of goals into action constitute the focus of the discussion. The chapter by Kleinbeck and Schmidt demonstrates how one can get to empirical findings in the context of this theory. To analyze the differential effects of goals in information processing, determining performances, the technique of multiple goals in dual-task conditions was used. The authors have described a way to look at motivational and cognitive processes and the interaction between both. On the background of a field study Antoni and Beckmann have looked at the effects of goal setting and feedback from the perspective of European action theory in the sense of W. Hacker and J. Kuhl. The authors stimulate further thoughts on modifying, adding, or refining concepts within the high-performance cycle. Erez has addressed a classical theme of performance theory that traditionally was a topic of cognitive psychology: the relationship and exchange between quantity and quality. On the basis of a motivation approach to the

problem she can show that the quantity-quality relationship and exchange can be explained in terms of motivation variables. At the end of the first part, Thierry has summarized the discussion (Forschungsgemeinschaft, 1990)

CHAPTER 3**RESEARCH METHODS**

This chapter provides a detailed discussion of the various elements of the research, to include, the research design, the research setting, research participants, research instrument, data gathering procedure, data analysis, and ethical considerations. By outlining these key components, it is expected that interested parties can gain a better understanding of the methodology used in the present study.

Design

This study used a quantitative method. The questionnaire employs close-ended check list questions. Closed-ended questions can be answered easily without consuming much time as the respondents just need to select one of the available answer options which ensures consistency and convenience in the data collection. This makes it easier to analyze and interpret responses across different respondents.

Setting

The research was conducted in Bueng San sub-district of Ongkharak district, Nakhon Nayok. Ongkharak is one of the sub-districts in Nakhon Nayok in the eastern region that has a very beautiful nature, good restaurants along the road, good atmosphere surrounded by forests, there are a variety of tourist attractions, including mountains, waterfalls, religious places.

Respondents and Sampling Procedure

The respondents of the study were composed of restaurant employees in the Bueng San, Nakhon Nayok year 2023. The questionnaire is conducted where each member of a population has a capability to become part of the sample. The chosen respondents were 25 respondents from selected Restaurants in Nakhon Nayok. Fish Noodles and Bitter Sweet Café were chosen by the researchers because they are suitable and applicable to the study.

The data in table 1 to 3 show the demographic profile of the respondents which are gender, age, and education

Table 1, Frequency and Percentage Distribution of the Respondents According to Gender

GENDER	FREQUENCY	PERCENTAGE
Male	9	36
Female	16	64
TOTAL	25	100

Table 1, shows the frequency and percentage distribution of the respondents according to gender. The table shows that 64% of respondents were female and 36% were male.

Table 2, Frequency and Percentage Distribution of the Respondents According to Age

AGE	FREQUENCY	PERCENTAGE
17 years or lower	0	0
18-30	25	100
31 years and above	0	0
TOTAL	25	100

Table 2, shows the frequency and percentage distribution of the respondents According to age. The table shows that all of respondents' ages were in range of 18 to 30 years

Table 3, Educational Level

EDUCATION	FREQUENCY	PERCENTAGE
High School	5	20
Bachelor's Degree	20	80
Master's Degree	0	0
TOTAL	25	100

Table 3, shows the frequency and percentage distribution of the respondents according to educational level. The table shows that 80% of respondents were studying in bachelor's degree and 20% were in high school. Therefore, the majority of our respondents were studied in bachelor's degree.

Data Gathering Procedure

We had approved from Dean of St. Theresa International College to conduct the questionnaire. We made the questions to Google Form and converted the shorten link into QR code for an easy access of the questionnaire.

Instrument

The questionnaire is the main data-gathering instrument. The questionnaire used in this data gathering is a close-ended questions. The questionnaire has three parts:

Part 1 Demographic Profile

- Part 2 Work Motivation
- Part 3 Work Performance

In total of 25 questions. The data gathering instrument was structured as a scale ranging from 1-5. Where in the (1) is strongly disagree, (2) is disagree, (3) is neutral, (4) is agree and the last one is (5) strongly agree.

Statistical Treatment

There are three parts of the questionnaire which all of them are close-ended check list questions. The first part is demographic profile, the second part is the indicators of work performance, and the third part is work performance. The data is analyzed using descriptive statistics. All questions in the questionnaires that are used as data was scored as the level of satisfaction in number 1 to 5, the most motivated to the most demotivated.

Work motivation is measured in terms of 5-point Likert scale with the ranges and descriptive interpretation as follows:

Scale	Range	Description	Interpretation
5	4.01 – 5.0	Strongly agree	Highly Motivated
4	3.01 – 4.0	Agree	Motivated
3	2.01 – 3.0	Neutral	Normal
2	1.01 – 2.0	Disagree	Demotivated
1	0.0 – 1.0	Strongly Disagree	Highly Demotivated

Work Performance is measured in terms of 5-point Likert scale with the ranges and descriptive interpretation as follows:

Scale	Range	Description	Interpretation
5	4.01 – 5.0	Strongly agree	Highly Satisfied
4	3.01 – 4.0	Agree	Satisfied
3	2.01 – 3.0	Neutral	Normal
2	1.01 – 2.0	Disagree	Dissatisfied
1	0.0 – 1.0	Strongly Disagree	Highly Dissatisfied

CHAPTER 4

PRESENTATION, ANALYSIS, AND INTERPRETATION OF DATA

This chapter discusses the results of the data obtained from the instrument used in the study. The data were collected and processed and then interpreted in response to the problems posed in chapter 1. The problems aimed to explore the effect of motivation on work performance of the restaurant staff.

Problem 1:

How do the respondents assess their motivation in terms of

- a. salary
- b. recognition
- c. fringe Benefits

Table 4 to 10 display the data taken from the work motivation and work performance questionnaire.

Table 4, Salary Questionnaire

Salary				
Indicators	Mean	S.D.	Interpretation	Description
I feel that for the amount of work I do, the pay is sufficient.	3.72	0.79	Motivated	Agree
I am satisfied with the salary I receive at present.	3.84	0.69	Motivated	Agree
I am satisfied with my bonus pay	3.8	0.96	Motivated	Agree
Total	3.78	0.56	Motivated	Agree

Table 4, displays the data taken from the work motivation questionnaire in terms of salary. The data in the table shows an overall mean of 3.78 interpreted as motivated. The result is supported by more than 60% of the total population. The standard deviation of 0.56 implies that the employees were most likely satisfied with their works.

Table 5, Recognition Questionnaire

Recognition				
Indicators	Mean	S.D.	Interpretation	Description
It is important to you to be recognized for your work	3.8	0.82	Motivated	Agree
You are feeling that your work is valued and appreciated	3.84	0.75	Motivated	Agree
I feel that my superior always recognizes the work done	3.88	0.78	Motivated	Agree
I feel that the job I do gives me a good status	3.84	1.03	Motivated	Agree
Total Mean	3.84	0.549	Motivated	Agree

Table 5, displays the data taken from the work motivation questionnaire in terms of recognition. The data in the table shows an overall mean of 3.84 interpreted as motivated. The result is supported by more than 60% of the total population. The standard deviation of 0.549 implies that the employees were most likely satisfied with their works.

Table 6, Fringe Benefits Questionnaire

Fringe Benefits				
Indicators	Mean	S.D.	Interpretation	Description
I am satisfied with the lunch break, rest breaks and leaves given by the organization.	4.12	0.88	Highly Motivated	Strongly Agree
It is important to me that the organization assists me with a vehicle and accommodation to perform my duties	3.96	0.84	Motivated	Agree
The medical benefits provided in the organization are satisfactory	3.8	0.82	Motivated	Agree
I am satisfied with the benefits that are offered here.	3.72	0.74	Motivated	Agree
Total	3.9	0.612	Motivated	Agree

Table 6, displays the data taken from the work motivation questionnaire in terms of fringe benefits. The data in the table shows an overall mean of 3.9 interpreted as motivated. The result is supported by more than 40% of the total population. The standard deviation of 0.612 implies that the employees were most likely satisfied with their works.

Table 7, Accomplishment of Tasks on Time Questionnaire

Accomplishment of tasks on time				
Indicators	Mean	S.D.	Interpretation	Description
I manage to plan my work so that it was done on time.	3.72	0.7	Satisfied	Agree
My planning was optimal	3.8	0.75	Satisfied	Agree
I was able to perform my work well with minimal time and effort.	3.92	0.85	Satisfied	Agree
I feel that the job I do gives me a good status	3.84	1.03	Motivated	Agree
I keep my pace up during rush hour	4.04	0.76	Highly Satisfied	Strongly Agree
I am likely to finish my work before my shift ends	4.04	0.73	Highly Satisfied	Strongly Agree
Total Mean	3.893	0.612	Satisfied	Agree

Table 7, displays the data taken from the work performance questionnaire in terms of accomplishment of tasks on time. The data in the table shows an overall mean of 3.90 interpreted as satisfied. The result is supported by more than 52% of the total population. The standard deviation of 0.612 implies that the employees are most likely satisfied with their works.

Table 8, Acceptance of Extra Responsibilities Questionnaire

Acceptance of extra responsibilities				
Indicators	Mean	S.D.	Interpretation	Description
I took on extra responsibilities.	4.2	0.86	Highly Satisfied	Strongly Agree
I started new tasks myself, when my old ones were finished.	3.92	0.78	Satisfied	Agree
I kept looking for new challenges in my job.	3.8	0.91	Satisfied	Agree
I did more than what was expected of me.	4.04	0.73	Highly Satisfied	Strongly Agree
Total	3.99	0.552	Satisfied	Agree

Table 8, displays the data taken from the work performance questionnaire in terms of acceptance of extra responsibilities. The data in the table shows an overall mean of 3.99 interpreted as satisfied. The result is supported by more than 52% of the total population. The standard deviation of 0.552 implies that the employees are most likely satisfied with their works.

Table 9, Regular Attendance on Work Questionnaire

Regular attendance on work				
Indicators	Mean	S.D.	Interpretation	Description
My employer and colleagues encourage me to go to work	3.84	0.84	Satisfied	Agree
The restaurant makes me want to come to work.	4.04	0.58	Highly Satisfied	Strongly Agree
Restaurant is not far from my residence	4.88	0.73	Highly Satisfied	Strongly Agree
My managers are comfortable person when I'm around	3.84	0.76	Satisfied	Agree
I like to come to work although I do not get paid	3.8	0.8	Satisfied	Agree
Total	3.88	0.52	Satisfied	Agree

Table 9, displays the data taken from the work performance questionnaire in terms of regular attendance on work. The data in the table shows an overall mean of 3.88 interpreted as satisfied. The result is supported by more than 64% of the total population. The standard deviation of 0.52 implies that the employees are most likely satisfied with their work.

Problem 3:

Is there a significant relationship between employees' motivation with their work performance?

Hypothesis

There is no significant relationship between employees' motivation with their work performance.

Table 10, Pearson Correlation Analysis of Work Motivation to Work Performance

Critical R	Computed R	P-Value	Decision
0.396	0.7068	0.000078	Significance

The computed R-value of 0.7068 (P-value 0.000078) is lower than the critical value of 0.396 at 0.05 level of significance. This means that there is a significant relationship between work motivation and work performance. The null hypothesis is rejected.

CHAPTER 5**SUMMARY, CONCLUSIONS, AND RECOMMENDATIONS**

This chapter presents the summary of the problem, methods, and findings of the study.

It also discusses the conclusions and processes appropriate recommendations from the findings and conclusions of the study.

Summary

Problem 1: How do the respondents assess their motivation in terms of salary recognition, and fringe benefits?

The employees were satisfied with their pay and bonus pay at present which led to higher motivation in their work performance. The employees were always recognized by the supervisors and the job give them good status. The employees were satisfied with their lunch breaks and leaves given by the restaurant along with the medical profits and they requested vehicle and accommodation to perform their duties

Problem 2: To what extent is the level of work performance of the respondents in terms of accomplishment of tasks on time, acceptance of extra responsibilities, regular attendance on work?

The employees had optimal plannings, kept their paces during rush hour which made them accomplished the tasks on time. The employees willing to accept extra responsibilities and did more than what expected of them. They also started the new tasks themselves. The employees were eager to come to work when their residences were not far from the restaurant. The good restaurant environment encouraged them to work. Decent colleagues and the comfortable managers are also the factors for the employees to come to work regularly.

Problem 3: Is there a significant relationship between employees' motivation with their work performance?

There is no significant relationship between employees' motivation with their work performance due to the computed R-value is lower than the critical value of level of significance.

Conclusions

The staff are likely to attend to work more often, accept extra works, and finish the work on time if they are provided with the right medical benefit, vehicle, salary, being recognized by the manager, and healthy work environment. if the physical environment for working is improved, it enhances the well-being, moods and encouragement of employees which ultimately impacts motivation. (Shahzadi et al., 2014).

According to (Boye Kuranchie-Mensah & Amponsah-Tawiah, 2016) The study showed that employees of the four large scale mining companies are motivated by both intrinsic and extrinsic factors with particular emphasis on pay or remuneration. Good pay was identified to be the best motivating factor for employees at the mining industry.

Recommendations:

1. It is recommended that giving the restaurant employees the proper lunch break, rest breaks and leave is important.
2. It is better for the employees' motivation to provide them with a vehicle and accommodation to perform their duties
3. The employees need to be recognized for their work when they are done with their tasks

4. The restaurant owner should provide the employees with decent medical benefits.

REFERENCES

- Boye Kuranchie-Mensah, E., & Amponsah-Tawiah, K. (2016). Employee motivation and work performance: A comparative study of mining companies in Ghana. *Journal of Industrial Engineering and Management*, 9(2), 255. <https://doi.org/10.3926/jiem.1530>
- Bragg, S. (2022, October 17). *Employee definition*. AccountingTools. <https://www.accountingtools.com/articles/definition-of-an-employee>
- Chernyshenko, O., & Stark, S. (2005). *Job Performance—An overview* / ScienceDirect Topics. <https://www.sciencedirect.com/topics/social-sciences/job-performance>
- Giannotti, F. (n.d.). *What does a Restaurant Manager do?* Retrieved September 3, 2023, from <https://hospitalityinsights.ehl.edu/what-does-a-restaurant-manager-do>
- Kenton, W. (2023, 14). *Customer: Definition and How to Study Their Behavior for Marketing*. Investopedia. <https://www.investopedia.com/terms/c/customer.asp>
- Morin, A. (n.d.). *The Psychology of What Motivates Us*. Verywell Mind. Retrieved July 19, 2023, from <https://www.verywellmind.com/what-is-motivation-2795378>
- Questionnaire On Employee Motivation / PDF / Motivation / Motivational*. (n.d.). Retrieved July 7, 2023, from <https://www.scribd.com/document/338023091/Questionnaire-on-employee-motivation>
- Shahzadi, I., Ayesha, J., Syed, P., Shagufta, N., & Farida, K. (n.d.). *Impact of Employee Motivation on Employee Performance*. Retrieved June 21, 2023, from <https://core.ac.uk/reader/234625730>
- Table 2. *Items of the Individual Work Performance Questionnaire (IWPQ)*. (n.d.). ResearchGate. Retrieved July 7, 2023, from

https://www.researchgate.net/figure/Items-of-the-Individual-Work-Performance-Questionnaire-IWPQ_tbl1_263289077

APPENDICES

Appendix A – Approval Letters

St. Theresa International College
Permission Letter to Conduct Survey

21 July 2021

The Owner
Fair Fire Café
99, Ongkharak sub-district, Ongkharak district, Nakhon Nayok 26120

Dear Sir/Madam,

Greetings!

We are currently working on our research, **"The Effect of Motivation on The Work Performance of The Restaurant Staff."** We are graduating students from St. Theresa International College, taking Bachelor of Arts major in English for Business Communication.

This study will assess the effect of motivation on the work performance of the restaurant employees. In this connection, we would like to ask your office for permission to conduct the study. Rest assured that the data will be handled with the highest discretion and will be used only for research.

Your assistance in achieving this goal will benefit the future restaurant employees with the necessary motivation. We are looking forward for a positive response on this matter. Attached is the sample questionnaire for this research.

Respectfully,

Ms. Oranya Sirinang
Mr. Pachpol Tumlong
Mr. Borwomphan Chumkiew
Mr. Kintee Ngoemuan
Contact 096-9862-903
Researchers

Signed by:


Dr. Juan Rodrigo Del Villar
Research Adviser


Asst. Prof. Dr. Ubon Dhanoesachayakupta
Dean

St. Theresa International College
Permission Letter to Conduct Survey

21 July 2021

The Owner
Binersweet Nakhonmayok
30/1 Rangsit-Nakhon Nayok Road,
Khlong Yai Subdistrict, Ongkharok District, Nakhon Nayok 26120

Dear Sir/Madam,

Greetings!

We are currently working on our research, **"The Effect of Motivation on The Work Performance of The Restaurant Staff."** We are graduating students from St. Theresa International College, taking Bachelor of Arts major in English for Business Communication.

This study will assess the effect of motivation on the work performance of the restaurant employees. In this connection, we would like to ask your office for permission to conduct the study. Rest assured that the data will be handled with the highest discretion and will be used only for research.

Your assistance in achieving this goal will benefit the future restaurant employees with the necessary motivation. We are looking forward for a positive response on this matter. Attached is the sample questionnaire for this research.

Respectfully,

Ms. Ongpaya Siritang
Mr. Pachpol Tumlong
Mr. Borwornphan Chumkaew
Mr. Kintee Ngornnim
Contact 096-9862-903
Researchers

Noted by


Dr. Juan Rodrigo Del Villar
Research Adviser


Asst. Prof. Dr. Ubon Dhanesachayakupta
Dean

St. Theresa International College
Permission Letter to Conduct Survey

24 July 2023

The Owner
Fish Noodles
Khlong Yai Subdistrict, Ongkharak District, Nakhon Nayok 26120

Dear Madam,

Greetings!

We are currently working on our research, "**The Effect of Motivation on The Work Performance of The Restaurant Staff.**" We are graduating students from St. Theresa International College, taking Bachelor of Arts major in English for Business Communication.

This study will assess the effect of motivation on the work performance of the restaurant employees. In this connection, we would like to ask your office for permission to conduct the study. Rest assured that the data will be handled with the highest discretion and will be used only for research.

Your assistance in achieving this goal will benefit the future restaurant employees with the necessary motivation. We are looking forward for a positive response on this matter. Attached is the sample questionnaire for this research.

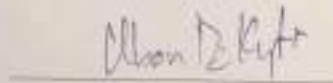
Respectfully,

Ms. Onpreya Siritang
Mr. Pachpai Tumtong
Mr. Borwornphan Chimkaew
Mr. Kithee Ngoennan
Contact 096-9862-903
Researchers

Noted by:



Dr. Juan Rodrigo Del Villar
Research Adviser



Asst. Prof. Dr. Ubon Dhanessachaiyaputra
Dean

Appendix B – Questionnaire**Demographic Profile****Gender**

- ☐ male
- ☐ female

Age

- ☐ 17 years or lower
- ☐ 18-30
- ☐ 31 years and above

Educational Qualification

- ☐ High School
- ☐ Bachelor's Degree
- ☐ master's Degree

Direction: 1 = strongly disagree 2 = disagree 3 = Neutral 4 = agree 5 = strongly agree

Indicators of Work Motivation		SD 1	D 2	N 3	A 4	SA 5
1	I feel that for the amount of work I do, the pay is sufficient.					
2	I am satisfied with the salary I receive at present.					
3	I am satisfied with my bonus pay					
4	It is important to you to be recognized for your work					
5	You are feeling that your work is valued and appreciated.					
6	I feel that my superior always recognizes the work done.					
7	I feel that the job I do gives me a good status					
8	I am satisfied with the lunch break, rest breaks and leaves given by the organization					
9	It is important to me that the organization assists me with a vehicle and accommodation to perform my duties					
10	The medical benefits provided in the organization are satisfactory					
11	I am satisfied with the benefits that are offered here					
Indicators of Work Performance						
12	I manage to plan my work so that it was done on time					
13	My planning was optimal.					
14	I was able to perform my work well with minimal time and effort.					
15	I feel that the job I do gives me a good status					
16	I keep my pace up during rush hour					
17	am likely to finish my work before my shift ends					

18	I took on extra responsibilities.					
19	I started new tasks myself, when my old ones were finished.					
20	I kept looking for new challenges in my job.					
21	I did more than what was expected of me					
22	My employer and colleagues encourage me to go to work					
23	The restaurant environment makes me want to come to work					
24	Restaurant is not far from my residence					
25	I like to come to work although I do not get paid					

(Questionnaire On Employee Motivation / PDF / Motivation / Motivational, n.d.)

(Table 2. Items of the Individual Work Performance Questionnaire (IWPQ), n.d.)

Appendix C – Resume



Mr. Borwornphan Chimkaew

English for Business Communication

Date of Birth	: June 11, 2001
Sex	: Male
Age	: 22 years old
Height	: 171 centimeters
Weight	: 121 kilograms
Address	: 99/90, 2/1 Barnbaramee, Ongkharak, Bangplaghod, Nakhonnayok 26120

Contact Information


0951760178


Aun.borwornphan@gmail.com


Borwornphan Chimkaew

Education

2020 - present
 St. Theresa International College
 Bachelor of Arts in English for Business Communication
 Faculty of Humanities and Social Sciences

2013 - 2020
 Ongkharak School
 Nakhon Nayok
 Science and Mathematics Program

Work Experience

September 2019
 Waiter, KM.42 Noodle Shop, Nakhon Nayok

October 2018
 Waiter, Fish Noodle Ongkharak, Nakhon Nayok

Skills

- **Computer Proficiency**

Microsoft Word	: Advanced
Adobe Premiere Pro	: Advanced
Microsoft Powerpoint	: Advanced
- **Language**

Thai	: Native
English	: Upper Intermediate
- Reading	: Excellent
- Listening	: Good
- Writing	: Neither good nor poor

Reference

Associate Professor Dr. Boonruang Chunsvimol
 Deputy Dean
 Faculty of Humanities and Social Sciences
 St. Theresa International College
 +6695-460-6181



KITTEE NGOENNIM

CONTACT

Email

Kittee.ngoennim@gmail.com

Phone

+66 96-9862-903

Visit my website for
more information

www.Wix.com

Social Media



Kitty Kittee

Kittee Ngoennim

beginarterna

SKILLS

Languages

100%

Thai

65%

English

Skills

50%

Creativity

50%

Flexibility

EXPERIENCE

March - April
2015

ANGLOLANG ACADEMY OF ENGLISH, SCARBOROUGH, ENGLAND.

Short-term study of an Intensive English program.

2018

STUDENT ARTS AND CRAFTS COMPETITION, SATRINONTABURI SCHOOL.

Gold medal award on English Morality
Drama Competition Skit.

EDUCATION

2020-2024

ST.THERESA INTERNATIONAL COLLEGE, NAKHON NAYOK.

Bachelor of Humanities and social sciences
major in English for Business Communication.
Expected date of graduation March, 2024.

2017-2019

RATNIYOM SCHOOL, NONTABURI.

High school studies focused on English.



ONPREYA SIRITANG

BUSINESS ENGLISH

Current student who is ready to learn and develop myself. Moreover I have responsibility for my own work.

PERSONAL INFORMATION

Name: Onpreya Siritang
Nickname: Opor
Date of birth: March 03, 2002
Height: 163 centimeters
Weight: 84 kilograms
Sex: Female

CONTACT

☎ 0961717084

✉ onpreyasiritang332545@gmail.com

📍 278 Moo 13 Amphoe Phra, Udon Thani

41150

EDUCATION

ST. THERESA INTERNATIONAL COLLEGE

2020 - Faculty of humanities and Social
present: Science, English for Business
Communication.

SATRIRACHINUTHIT SCHOOL.

2017 - Mathematics-Science Program.
2019

EXPERIENCE

2021 - Part-time employee.
Lotus's in Ongkharak district.

- Check and replenish stock on shelves
- clear expired items
- Organize the shelves
- cashier

2018 - 2019
English teaching volunteers in Udon
Thani.

- Teach vocabulary and lead children in
activities for learning.

SKILLS

Analytical skills

80%

Results-oriented

75%

Ability to work under pressure conditions

70%

Immediate problem-solving skills

70%

PACHPOL TUMTHONG

ENGLISH FOR BUSINESS COMMUNICATION



 **SKILLS**

LANGUAGE
English

COMPUTER PROFICIENCY

Microsoft Word

Microsoft Powerpoint

Microsoft Exel

Adobe Premiere Pro

 **REFERENCE**

Associate Professor Dr. Boonruang Chunsivimol
Deputy Dean
Faculty of Humanities and Social Sciences
St. Theresa International College
+6695-460-6181

 **CONTACT ME**

Tel. : +6699-104-3560
Email : punchiii.pachpol@gmail.com
Facebook : พู พูwa

 **WORK EXPERINCE**

2017 - 2019

Merlin Board Game Café

- Teach how to play and rules of each board games
- services the customer

 **MY EDUCATIONS**

2020 - Present

St. Theresa International College
Bachelor of Arts in English for Business Communication Faculty of Humanities and Social Sciences

2013 - 2020

Chonradsadornumrung School
Chonburi Chonburi
Art - Maths

Appendix D – TOEIC

ETS TOEIC LISTENING AND READING TEST OFFICIAL INSTITUTIONAL SCORE REPORT CD 0061978

Name: Chantana Watanont
Date of Birth: November 8, 2002
ID Number: 14119002055196
Test Date: August 18, 2023
Client: St. Theresa International College

LISTENING	TOTAL SCORE
250	650
READING	
400	

TOEIC Services Thailand – Certified Score Report – Issued August 22, 2023

Report is valid for two years from the test administration date.

ETS TOEIC LISTENING AND READING TEST OFFICIAL INSTITUTIONAL SCORE REPORT CD 0061904

Name: DORACHAPHAN CHANKIEW
Date of Birth: June 11, 2001
ID Number: 1259900328911
Test Date: August 19, 2023
Client: PERSONAL

LISTENING	TOTAL SCORE
250	630
READING	
380	

TOEIC Services Thailand – Certified Score Report – Issued August 22, 2023

Report is valid for two years from the test administration date.

ETS TOEIC LISTENING AND READING TEST
OFFICIAL INSTITUTIONAL SCORE REPORT CD 0061911

LISTENING
240

READING
205

TOTAL SCORE
445

Report is valid for two years from the test administration date.

Name: KITTIE NGEMNIN
Date of Birth: SEPTEMBER 23, 2001
ID Number: 1104300438631
Test Date: AUGUST 19, 2023
Client: PERSONAL

TOEIC® Services Thailand – Certified Score Report – Issued August 22, 2023

The back of this document contains a watermark. Read at an angle to view.
Copyright © 2023 by Educational Testing Service. All rights reserved. ETS, the ETS logo, and TOEIC are registered trademarks of Educational Testing Service.

ETS

ETS TOEIC LISTENING AND READING TEST
OFFICIAL INSTITUTIONAL SCORE REPORT CD 0061913

LISTENING
205

READING
200

TOTAL SCORE
405

Report is valid for two years from the test administration date.

Name: PARICHAL THAKHONG
Date of Birth: JULY 3, 2001
ID Number: 1209000006291
Test Date: AUGUST 19, 2023
Client: PERSONAL

TOEIC® Services Thailand – Certified Score Report – Issued August 22, 2023

The back of this document contains a watermark. Read at an angle to view.
Copyright © 2023 by Educational Testing Service. All rights reserved. ETS, the ETS logo, and TOEIC are registered trademarks of Educational Testing Service.

ETS