

ABSTRACT

Human resources especially for the hotel business play a crucial role for the success of the business. At the hotel business, people do the service for the people and it is not excellent service production expectation is done the motivation of lower level staff. Motivating staff can be used as a tool for increasing productivity. Top level management should properly analyse the staff and their expected needs. The purpose of this study was to understand the importance of work motivation at hotel industry. Therefore this research study examined the impact of motivation on employees' productivity among the lower level employees in hotel sector. The study also aims to show the importance of choosing appropriate form of motivation tool at hotel business to increase productivity. Initially intense review of literature has been carried out regarding the study area and researcher intended to investigate both the intrinsic and extrinsic motivation influence on the lower level employees' productivity in the hotel industry. Sample of the study is taken as 270 lower level employees in the selected hotels in Sri Lanka. Research questionnaires were used as a Quantitative research technique in order to collect data. Further, face to face discussions were conducted with the senior managers, employed in hotels to collect data. Then data analysed through SPSS software and formulated hypothesis was tested through correlation analysis. Since the hypotheses were accepted researcher came in to the conclusion of motivation has an impact on employee productivity. Since employee motivation has an impact on productivity, managers in the hotel industry are recommended to implement both intrinsic and extrinsic motivational strategies to enhance employee productivity.

Key words: Hotel industry, Extrinsic motivation, Intrinsic motivation, Employee productivity