

# The Motivation

Our modern world is asking for a stronger independence from each employee.

That means, colleague leading is not the single instruction anymore, rather means that give targets and task, which can be settled from everyone alone

Therefore the following question:

- How can we motivate the colleagues to give always their best in the job?
- Which kind of driving force bring the employee, under this facts, to long term success oriented performance
- Which kind of method must be use from the leading person, to keep and to increase the performances?

To put under pressure or giving material objects cannot be always the right way. Therefore we need „inside measures“. That means the power to move or make something better must be coming from the employees' necessities not from outside. The goal of the leadership must be to start or to keep this driving power on running. This is what we call motivation.

Motivation can be defined like this:

Explore and using the personal necessities of the employees

Therefore we have to know that we have different Steps for human efforts

- Dissatisfied needs are motivation to act
- Already satisfied necessities are not motivating anymore. Here we have to get higher goals to continue the motivation.

## Facts of motivation

Opinion polls find out that the biggest motivation power is based on the task setting. Especially good qualified employees confirmed this.

This group is calling others like promotion, education, and codetermination on important processes also necessary for good job conditions

Especially good educated people need the feeling of self-performance and personal responsibility and also well-deserved acknowledgement

The catchword: Develop of personality from the colleagues, which are identified with their company goals, will have the best motivation too.

## Which kind of motivation performance factors are the most important for you

	Rank	Valence- %
Working conditions	9	4%
Task setting	1	25%
Security of the person	10	3%
Kind of leadership	3	15%
Promotions	2	15%
Social security benefits (board, insurance's etc.)	15	1%
Profit sharing	11	1%
Good atmosphere	7	5%
Information	8	5%
Salary development	5	8%
Codetermination for leadership decisions	4	10%
Further education	6	5%
Image of the company	14	1%
Entire working conditions	12	1%

# Benefits of Total Quality Management (TQM)

**The integration from quality requirements and goals to the commercial thinking, it and we TQM shows us the following effects:**

- ✿ Exactly manufacturing technology and method of working lower the personal and administrative expenditures.
- ✿ TQM support information flow and responsibilities become assigned
- ✿ Additional expenditures and charge problems will be minimise
- ✿ The permanent orientation to the requirements of the guests and the effort of high quality measures results in a bigger economic efficiency and also for the benefit of guests, colleagues and the company too.

**Benefit growth through synergy effects by the total quality management**

## Guest benefit

- Strict Guest orientation
- Better service performances
- Higher service quality
- Faster conversion of guest's wishes
- Good conversation partners
- Guest oriented opening times
- High colleague and guest contentment

## **Synergy**

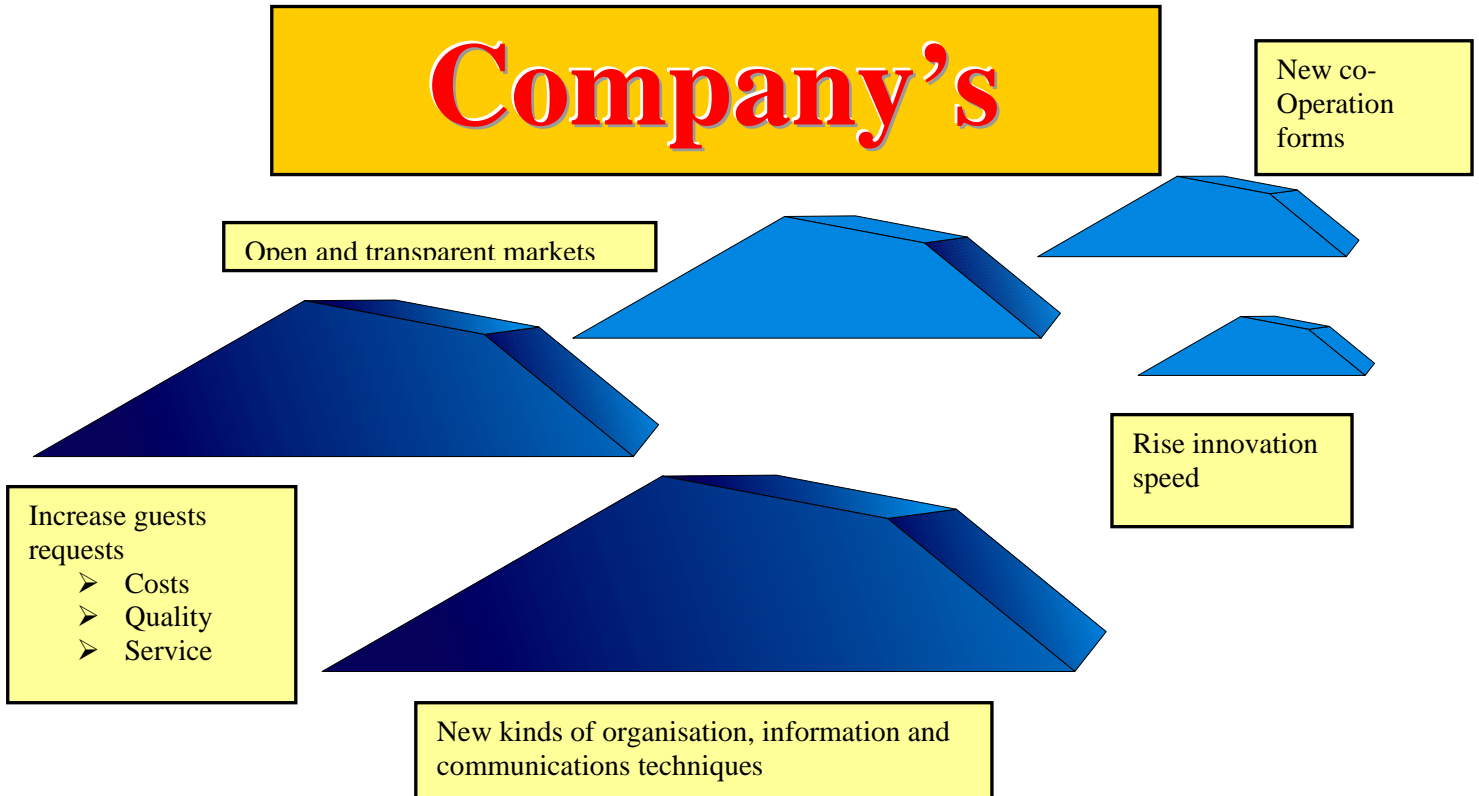
### Employee advantage

- ✿ Consequent staff orientation
- ✿ Social appreciation
- ✿ Incentive wages
- ✿ Total information
- ✿ Higher independence by the work
- ✿ Better Motivation

### Company advantage

- ✿ Competition advantages
- ✿ High class of repeating guests
- ✿ Attractively for the company
- ✿ Strong identification with the company
- ✿ High productivity and lower costs
- ✿ Process orientation

# Company's



- TQM is the synthesis between philosophy and reality referring to entire quality from the company
- TQM starts from extend quality notion this includes the quality of the products and services as well as the quality of the process and the working conditions.
- TQM is a long term continuing process to get higher standards, which affect the whole company.
- The factors for the identification, motivation and working satisfaction form the employees; leader system and leader behave from the supervisors.
- TQM is the leader model, which can be only successful, if the management take an active part of the leadership and looking forward through the own idol
- TQM must get the support from the colleagues, where the following factors become important: identification, motivation and working satisfaction form the employees
- TQM get high results in motivation. Important factors are the information, performance feedback, integration from the employees to important decisions, extension of competencies, and motivation rise through implementation from participation's and team concepts
- TQM is following real goals like consumer contentment as biggest target and also to Extend and keep the competition ability as well as motivation and satisfaction form the employees. Reduction of deficits through drop the night work and refuse and using of human organisation potentials