

## **Effect of Motivation and Work Environment On The Performance of Hotel Employees In Davao City**

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**ABSTRACT.** This study delves into the motivation levels, work environment, and performance of hotel employees in Davao City, aiming to shed light on their overall job satisfaction and potential areas for improvement. A descriptive research design was employed, utilizing both quantitative surveys to comprehensively explore the subject. The researchers considered 383 hotel employees that are residing in Davao City. The research findings reveal that the motivation levels among hotel employees in Davao City are consistently positive. Survey responses across a spectrum of statements consistently demonstrate high scores and agreement, indicating a strong motivation prevalent within the workforce. This suggests that hotel employees in Davao City exhibit enthusiasm and dedication in their respective roles. Moreover, the study identifies that the workplace environment for hotel employees in Davao City is notably positive. Employees operate within a setting equipped with suitable facilities, modern technology, efficient equipment, and other essential resources. This positive workplace environment contributes to the overall job satisfaction and contentment of the employees. Furthermore, the investigation establishes a significant positive relationship between both motivation and workplace environment, as well as motivation and performance. Strong correlation values underscore the influence of a supportive work environment and high motivation levels on the productivity and performance of hotel employees in Davao City. The study also uncovers a robust correlation between workplace environment and performance. This suggests that a conducive work environment not only amplifies motivation but also leads to enhanced employee performance. These intertwined relationships underscore the potential for multifaceted improvements in the hospitality industry. In light of the findings, the study underscores the importance of prioritizing measures that bolster employee engagement and enrich the workplace environment within the hospitality sector of Davao City. The recommendations include developing programs that emphasize intrinsic motivation, personal growth opportunities, recognition, and skill enhancement to further enhance employee dedication. Improving the office environment—focusing on elements such as physical comfort, effective teamwork, communication, and competent leadership—can tangibly enhance employee happiness and overall well-being. This study's insights serve as a valuable guide for decision-makers within the hospitality industry in Davao City, offering actionable strategies to elevate employee motivation, workplace quality, and ultimately, the sector's performance and reputation.

**Keywords:** *Motivation, Work Environment, Performance*

### **INTRODUCTION**

Employee performance is one of the most crucial considerations when discussing an organization's internal marketing, although not the only one. Given the ongoing expansion of businesses and the continuous rise in market standards, attaining the highest level of performance has become increasingly challenging. In the current landscape, it is of utmost importance to precisely identify the factors influencing employee performance, owing to the prevalence of growing business competition and the need for companies to swiftly adapt to changing operational and personnel dynamics (Diamantidis & Chatzoglou, 2019). A positive and content work environment is indispensable to ensure employee productivity and minimize undue stress on the staff that could impede their work efficiency. Nevertheless, when employees perceive

their job safety and security negatively, their performance inevitably suffers (Saidi et al., 2019). A worker's performance is also affected by motivation and the workplace environment. One sign that security is needed and can be offered by this study is the absence of a better career from the firm (Kusuma, 2021). Motivation is a psychological process that chooses (or energizes) the course, the ferocity, and the tenacity of the action within the ongoing stream of events that define the person in connection to his or her profession (Tokarz & Malinowska, 2019).

Furthermore, individuals are recognized as pivotal factors in attaining organizational objectives in industrial and corporate settings. Consequently, it becomes imperative to discern the motivational factors that drive human performance, aiming to enhance production and efficiency. Subsequently, efforts can be directed towards meeting the burgeoning demands effectively (Lin, Piu, and Chan, 2021). Therefore, motivation, understanding, and application depend on the information and abilities required to do so. All managers must understand how motivation influences the action and behavior of the organization's members (Narag, 2018).

Numerous prior studies have extensively examined the impact of motivation on employee performance. Given this existing body of research, the researchers opted to introduce an additional independent variable, namely the workplace environment, to further investigate its influence. The researchers discovered a notable research gap in their quest for significant journal articles exploring the interplay between motivation, workplace environment, and employee performance. There were no available studies conducted by local researchers accessible on the internet, highlighting the need for further exploration in this area. Local researchers, specifically in Davao City, never meddled with these three variables. Thus, the absence of local data regarding this topic. Studying the effect of motivation and workplace environment on the performance of hotel employees is relevant, especially for us, since the researchers are graduating BS Hospitality Management students and would like to know and learn what are the things that employees must expect whenever they work in a hotel environment.

The study assesses the impact of motivation and work environment on the performance of hotel employees in Davao City. Specifically, the researchers aim to achieve the following objectives that are subject to the study. Firstly, the researchers seek to determine the level of motivation of hotel employees in Davao City. Secondly, the researchers seek to determine the level of the work environment of hotel employees in Davao City. Lastly, the researchers seek to determine if employee motivation and work environment significantly affects performance.

The effect of the workplace environment, on the other hand, will also be measured through various indicators, including infrastructure at work, workplace illumination, cleanliness and the circulation of air in the workplace, and relationships between employees in the workplace (Parashakti et al., 2020).

Motivation can be defined as the underlying, subconscious impetus that compels an individual to take action. It represents an employee's intrinsic enthusiasm and determination to accomplish tasks associated with their job. Regrettably, many managers overlook inspiration's pivotal role in attaining primary objectives and goals. Despite being aware of the significance of motivation, they often lack the expertise and know-how needed to cultivate a work environment conducive to employee motivation (Mohd et al., 2021).

The intensity of competition to attract guests is inevitably rising as the number of hotels rises. All hotels must continuously enhance their best work to compete fairly and honestly. An ever-increasing occupancy rate or an occupancy rate that is always filled

with visitors to the hotel are typical indicators of good hotel operation. The hotel's workers are also crucial to the establishment's success. All services provided by the hospitality services sector are led by hotel staff. The performance of the hotel will be good if the employee performs well. To deliver the most outstanding service to their customers and ensure customer satisfaction in the face of the industry's rising degree of competition, hospitality leaders must continue to monitor the performance of their staff members (Windasari, Qomariah, Setyowati, 2020).

Presently, an increasing number of businesses acknowledge that human capital, rather than financial capital, should form the bedrock and driving force behind a successful corporate strategy. This notion proposes that a company's performance is not solely determined by its financial resources or technological advancements but rather by its employees' information, skills, and behavior (Mutalib et al., 2019). Moreover, employee motivation is pivotal in enhancing productivity and empowering an organization to operate at higher levels. Motivated employees can exert more effort, improving the company's effectiveness, efficiency, and overall competitiveness. In the hospitality sector, where employees are required to dedicate long hours and maintain a strong focus on serving customers, it becomes crucial to keep them engaged and motivated. (Mutalib et al., 2019).

A motivated and content workforce is of utmost importance while providing hotel services. Maintaining staff motivation and happiness is crucial because employee levels of discontent or satisfaction may impact how customers feel about the services they get (Cetin, 2019).

In order to determine the elements influencing the motivation of the hotel, the staff must employ the 16 motivational qualities. These qualities were divided into four categories according to their ability to motivate people: social opportunities, intangible rewards, responsibility and being valued, and collaboration. The results showed that "responsibility and being recognized," "immaterial rewards," and "teamwork" all had a substantial impact on employees' motivation, with "responsibility and being appreciated" having the most significant overall influence. Also, these researchers discovered that respondents cited "immaterial rewards" as a source of great motivation (Cetin, 2019).

Lastly, the study of the theoretical underpinnings of motivation demonstrates that employee involvement in task completion depends, to variable degrees, on their demands deriving from individual situations as well as other extrinsic environmental elements produced by the organization in a particular situation. Thus, it is the administration of the company's responsibility to set up the proper systems for choosing the instruments that will encourage people to carry out their duties successfully and efficiently (Skulska, 2019).

The term "workplace performance" refers to a component of the workplace environment that a business offers to its workers and which may boost that employee's productivity at work. Employees who execute at a high level will boost corporate productivity, enhancing the company's profit (Naharuddin & Sadegi, 2020). Employees who frequently complain about their pain and discontent at work are individuals whose performance is negatively impacted by the work settings. Many factors that might contribute to the employees' discomfort are the light effects, airflow, and sound pollution.

Employees who work in a supportive and orderly environment feel confident in their work and that it does not demand more of them than is necessary. It is also believed that they do not use their family's time at work and other enrichment activities and

roles outside of work to meet their goals (Stalmaeková, 2022). Employees sense conveyance of positivity and liveliness and are favorably and emotionally engaged in their job, which is marked by pleasant and positive sentiments and vibes. They successfully balance their personal and professional lives, feel appreciated, and find a decent fit between their skills and the job demands (Ali, 2019).

Additionally, a work environment is everything that is present and that an individual may readily impact while they are working. The office environment is understood as a combination of the internal and external factors influencing employee work attitudes and, finally, their efficiency. An appropriate work environment allows employees to carry out their duties safely, optimally, comfortably, and stress-free (Ali, 2019).

The performance of the employees is the most crucial dependent variable. Employee performance is based on their openness to performing their duties and their willingness to do so. He continued by saying that having eager and receptive staff to execute their jobs well might boost productivity, which improves performance. The capacity to perform and the willingness and opportunity to perform can also be used to assess an employee's performance. The employees' intention to devote even more effort into their work is the definition of willingness to perform (Ali, 2019).

Various factors influence the effectiveness of an employee's performance. These variables encompass aspects such as the physical workspace, available tools, the meaningfulness of the work, performance expectations, feedback on performance, rewards for both excellent and poor performance, established processes, education, expertise, and employee behaviors (Naharuddin & Sadegi, 2020). Employers must ensure employees complete their tasks within the designated timelines to meet the organization's objectives or targets and achieve high standards. By monitoring their employees' performance, employers can provide support and assistance to improve performance if tasks are completed on schedule. Additionally, implementing a system of rewards based on employee performance incentivizes workers to exert greater effort and dedication in their tasks (Landry & Vandenberghe, 2021).

On the other hand, a framework should be put in place in order to efficiently monitor employee performance. The term "employee review system" refers to this system, which usually consists of on-the-job training, performance reviews, counseling sessions, interviews, and quality improvement plans that demonstrate how an individual's performance has improved (Naharuddin & Sadegi, 2020).

Employees invest a substantial amount of time in their work environments, and this setting has a profound effect on their performance (Wang et al., 2021). Previous studies have revealed that factors influencing the workplace environment significantly impact employees' performance. When employees are content with their workplace, positive work productivity is more likely to be observed (Awada et al., 2022). Therefore, the researchers recommend further researching the connections between performance evaluation and the workplace environment.

The research findings highlight the importance of the work environment, as a pleasant atmosphere enables individuals to perform their duties more effectively, leading to improved employee performance and organizational output (Dahkoul, 2018). Therefore, understanding and enhancing the workplace environment can be a crucial aspect for organizations seeking to optimize employee performance and overall productivity.

## METHOD

The study was utilized a descriptive research design. This was a quantitative research technique in which the researchers will thoroughly explain the topic issue. Descriptive Research Design is a type of research design that is entirely theoretical, with the researcher gathering data, processing it, organizing it, and then clearly presenting it (Voxco, 2021). In contrast to a scientific research design, the researchers in this descriptive study approach will just observe and assess the effect of motivation and workplace environment on the performance of hotel employees without changing or controlling any of them. The researchers considered 383 hotel employees that are residing in Davao City. They will be the chosen respondents because the researchers will focus on the effect of motivation and work environment on the performance of hotel employees in Davao City.

Table 1. *Characteristics of 385 respondents were included in the survey.*

<b>Profile Variables</b>	<b>Group</b>	<b>Frequency</b>	<b>Percent</b>
<b>Gender</b>	Male	214	55.58
	Female	171	44.42
<b>Educational Attainment</b>	High school level	0	0
	High school graduate	19	4.94
	College level	180	46.75
	College graduate	171	44.42
	Master's graduate	0	0
	Vocational	15	3.90
<b>Civil status</b>	Single	335	87.01
	Married	50	12.99
	Widow	0	0
	Separated	0	0
<b>Years of being a hotel employee</b>	Below 1 Year	163	42.34
	1 year- 2 years	38	9.87
	3 years- 4 years	105	27.27
	5 years- 6 years	45	11.69
	7 years and more	34	8.83
<b>Socio- economic status</b>	Poor	105	27.27
	Low-income but not poor	235	61.04
	Lower middle	30	7.79
	Middle	0	0
	Upper middle	0	0
	Upper middle but not rich	15	3.90

As indicated, Table 1 shows the distribution of the respondents regarding sex, age, educational attainment, civil status, socio-economic status, and years of being a hotel employee has a total population of 385 employees. From the Data gathered reveals that most respondents are male, single, college level, low income but not poor, and are one year below as a hotel employee.

In assessing the effect of the independent variable, which is motivation and workplace environment, on the dependent variable, which is employee performance, a survey questionnaire is derived from a study by Enigdaw (2021) entitled "The effect of motivation on employee engagement in public sectors in the case of North Wollo zone," Raziq and Maulabakhsh (2014), entitled "Impact of Working Environment on Job Satisfaction," and Koopmans et al. (2013), entitled "Improving the individual work performance questionnaire using rash analysis."

The researchers put a lot of time, effort, and teamwork into constructing their questionnaire to best serve their target respondents. The survey was created using a combination of acceptable questions modified from earlier studies and unique

questions created by the researchers. The survey was divided into five major sections, each including a subsection covering a different subject, such as participants' motivation, work environment, and employee Performance. The questionnaire used a Likert scale to determine whether respondents agreed or disagreed with a statement. After the professor approved it, copies of the questionnaire were distributed to the 383 respondents. After their involvement, the researchers will inform the respondents of the study's particular and overall aims. The researchers will thank the responders for their involvement and answer any questions. As soon as everyone has finished responding to the survey, the researchers will then summarize the results. The researchers will utilize Pearson's *r* correlation since the data they will collect from the Likert scale are interval data. The Pearson *r* correlation measures the degree to which two variables are linearly connected. Its values can vary from -1 to 1, with -1 being an inverse linear correlation, 0 signifying no correlation, and 1 signifying a fully opposite positive correlation (Nettleton, 2018).

## RESULTS AND DISCUSSION

### Motivation

Table 2 shows the results of the level of motivation of hotel employees in Davao City. A noteworthy observation from this data is that all the statements in this section received similar average values and standard deviations. The statement "I am interested in work." obtained the highest mean score of 4.79, indicating that most respondents agreed with these statements. On the other hand, the statement "I often get bonuses for good work." received the lowest mean score of 4.24, which still suggests agreement among most participants. The standard deviation values for the ten statements ranged from 0.413 to 1.03. In summary, the overall mean score for the level of social media attitude was 4.50, indicating agreement among most participants regarding the statements in this section. Moreover, the overall standard deviation of 0.588 suggests that the data is tightly grouped around the mean, showing less variation and greater reliability.

Table 2. *Level of motivation of hotel employees in Davao City.*

Statements	$\bar{x}$	SD
I am interested in work.	4.79	0.413
I often receive appreciation for good work.	4.54	1.03
Feedback on my job performance from the organization persuades me for more hard work.	4.54	0.938
Working for the organization give me a sense of satisfaction	4.51	0.939
Considering everything I am satisfied with my job.	4.54	0.901
Job security will give me a sense of engagement in my job.	4.28	0.898
My salary is satisfactory in relation to what I do.	4.39	0.790
My organization provides me training that enable me to learn new things.	4.54	0.710
Recognition is an effective method for employee motivation.	4.60	0.626
I often get bonuses for good work.	4.24	0.932
<b>Overall</b>	<b>4.50</b>	<b>0.588</b>

Rivaldo (2021) confirmed the study's results, wherein hotel chains understand motivated workers are individuals who value lifelong learning and development. As a result, they provide a variety of chances for professional growth, including training courses, workshops on leadership, and assignments in other areas. Hotel chains enable all of their employees to develop their talents and reach their full potential by giving them opportunities for advancement (Norbu & Wetprasit, 2020). These changes foster a sense of fulfillment and purpose and pave the route for professional progression inside the company. Employees of hotel chains are further motivated to work hard in their existing jobs and to strive for better ones by the prospect of advancement in their careers (Atan et al., 2021).

It has significant implications that hotel staff members in Davao City are so highly motivated. It improves the visiting experience, leaving visitors with enduring impressions and luring additional travelers thanks to good word of mouth. This devotion fosters client loyalty and encourages repeat business, which helps the city's economy develop. Additionally, a motivated staff promotes a healthy workplace culture that draws top talent and heightens professionalism. These driven workers participate in ongoing education, which advances the sector and improves Davao City's tourism offers. Their persistent commitment to development encourages growth, promoting tourism for all tourists and strengthening the city's brand and economy. Davao City's hotel staff members stand out for their extraordinary dedication, which has a lasting effect on the city's hospitality industry and makes the city a top choice for tourists looking for great service and life-changing experiences.

### Work Environment

Table 3 shows the results of the level of workplace environment of hotel employees in Davao City. A noteworthy observation from this data is that all the statements in this section received similar average values and standard deviations. The statement "I am satisfied with my physical working conditions." obtained the highest mean score of 4.71, indicating that most respondents agreed with these statements. On the other hand, the statement "I am satisfied with the current fixed working hours." received the lowest mean score of 4.38, which still suggests agreement among most participants. The standard deviation values for the ten statements ranged from 0.459 to 0.849. In summary, the overall mean score for the level of social media attitude was 4.52, indicating agreement among most participants regarding the statements in this section. Moreover, the overall standard deviation 0.533 suggests that the data is tightly grouped around the mean, showing less variation and greater reliability.

Table 3. *Level of the work environment of hotel employees in Davao City.*

Statements	$\bar{x}$	SD
I am satisfied with my physical working conditions.	4.71	0.459
I am satisfied with the current maintenance of the building.	4.41	0.825
I am satisfied with the hygiene maintenance in the organization.	4.50	0.708
I am satisfied with the current fixed working hours.	4.38	0.849
I have access to equipment necessary for performing my tasks.	4.48	0.637
I am satisfied with the training opportunities given by the organization.	4.45	0.679
There is teamwork in the institution.	4.60	0.816
There are possibilities to receive assistance from co-workers when necessary	4.70	0.609

Supervisor provides me with sufficient information related to work	4.59	0.571
Supervisor has reasonable expectations of work.	4.55	0.576
<b>Overall</b>	<b>4.52</b>	<b>0.533</b>

Rama et al. (2021) confirmed the result of the study, wherein the foundation for success is laid by hotel chains prioritizing investments in state-of-the-art infrastructure. These businesses offer their personnel the tools they need to deliver outstanding service by building contemporary, well-maintained facilities that instill pride in them. The physical infrastructure provides the setting for an exceptional guest experience, from aesthetically pleasing lobby areas to immaculately equipped guest rooms and effective offices. The welcoming and practical setting of the workplace fosters professionalism and acts as a catalyst for inspiring workers to provide their absolute best (Diamantidis & Chatzoglou, 2018).

The high workplace environment of hotel employees in Davao City has significant implications. A proper work environment improves the visitor experience and creates a strong first impression. Visitors are made to feel welcome and at ease by the facilities' good maintenance and attractive design. Positive word-of-mouth spreads, enhancing the city's reputation and drawing additional visitors. Additionally, a superior work atmosphere motivates and instills pride in personnel. Modern technology and functional workplaces increase productivity and efficiency, which leads to great service delivery. Additionally, ergonomic design lessens physical stress on workers and fosters their well-being. These variables influence both work satisfaction and retention rates. Finally, the outstanding work environment in Davao City goes beyond specific hotels, enhancing the city's reputation, drawing more tourists, and promoting economic development in the hospitality industry.

### Performance

Table 4 shows the results of the level of performance of hotel employees in Davao City. A noteworthy observation from this data is that all the statements in this section received similar average values and standard deviations. The statement "I managed to plan my work so that it was done on time." obtained the highest mean score of 4.68, indicating that most respondents agreed with these statements. On the other hand, the statement "Collaboration with others was very productive." received the lowest mean score of 4.44, which still suggests agreement among most participants. The standard deviation values for the ten statements ranged from 0.562 to 0.738. In summary, the overall mean score for the level of social media attitude was 4.57, indicating agreement among most participants regarding the statements in this section. Moreover, the overall standard deviation 0.525 suggests that the data is tightly grouped around the mean, showing less variation and greater reliability.

Table 4. *Level of performance of hotel employees in Davao City.*

<b>Statements</b>	<b><math>\bar{x}</math></b>	<b>SD</b>
I managed to plan my work so that it was done on time.	4.68	0.613
My planning was optimal.	4.48	0.638
I kept in mind the results that I had to achieve in my work.	4.59	0.566
I knew how to set the right priorities.	4.63	0.558
I was able to perform my work well with minimal time and effort.	4.65	0.571



Collaboration with others was very productive	4.44	0.635
I took on extra responsibilities.	4.64	0.738
I was able to separate main issues from side issues at work.	4.63	0.562
I took on challenging work tasks, when available.	4.52	0.700
I worked at keeping my job knowledge up-to-date.	4.45	0.695
<b>Overall</b>	<b>4.57</b>	<b>0.525</b>

Ali (2019) confirmed the study results, wherein when workers' needs are satisfied and supported, performance among hotel staff in hotel chains reaches unprecedented heights. It fosters competence and instills pride in workers, providing extensive professional development possibilities. Employees are more likely to go above and beyond for customers in a friendly workplace with a good work-life balance. Employees may submit their finest ideas thanks to open lines of communication that promote creativity and cooperation. Rewards and incentives that recognize exceptional achievement strengthen commitment and adherence. A cheerful, inventive, and extraordinary service-oriented culture is created by hotel chains that hospitality sector. Ensuring long-term prosperity and improving client experiences via empowered workers propels the hotel chains' greatness.

Employee commitment to providing outstanding service increases when they have access to thorough professional development opportunities, operate in a friendly atmosphere, and have open lines of communication. Their drive increased when their efforts are acknowledged. Such happy and driven workers foster a supportive and creative workplace culture that improves visitors' experiences and strengthens the city's standing in the hotel industry. Davao City's hotel chains are sought-after places for guests looking for exceptional service and amazing stays because they prioritize employee well-being and growth. The excellent work of hotel staff members adds to the overall success of Davao City's hospitality sector, assuring ongoing growth and achievement in the cutthroat tourism market.

### Correlated Variable

Table 5. *Correlation Matrix between motivation, workplace environment, and performance*

	<b>Motivation</b>	<b>Workplace Environment</b>
<b>Performance</b>	<b>0.753*</b>	<b>0.788*</b>

\* $p < 0.05$

Pearson r correlation: +1

Table 5 shows the correlation matrix between motivation, workplace environment, and hotel employee performance. It can be observed that the correlation value between motivation and performance is 0.753, which indicates that the two variables are highly correlated with each other.

Meanwhile, the correlation value between workplace environment and performance is 0.788, indicating that the variables are highly correlated. Pearson  $r$ , on the other hand, resulted in a +1, which indicates a positive relationship between the two sets of correlated variables (Senthilnathan, 2019). Therefore, the study's proponents concluded that motivation and workplace environment positively influence the performance of hotel employees in Davao City, given that the  $p$ -value is less than 0.05.

The study results have important implications for hospitality businesses in the Davao City area. The substantial association between motivation and hotel employee performance highlights the importance of building a motivated workforce. Employee engagement, contentment, and overall performance are strongly influenced by motivation, which includes both internal and extrinsic elements. The significance of creating a friendly and welcoming work environment inside hotels is further highlighted by the apparent relationship between the working environment and employee performance (Atatsi et al., 2019).

These findings highlight the need for hotel organizations to prioritize strategies to enhance employee motivation and improve the work environment. (Nguyen et al., 2020) further explained that initiatives that promote intrinsic motivation, such as providing avenues for personal growth, recognition, and skill development, can foster a sense of purpose and dedication among hotel employees. Concurrently, efforts aimed at enhancing the workplace environment, encompassing aspects like physical comfort, teamwork, communication, and leadership can improve employee satisfaction and well-being (Maryani et al., 2021).

Therefore, the study's proponents concluded that the importance of enhancing the working environment and employee motivation as factors in improved performance must be understood by hospitality enterprises. Hotels may increase employee experiences and productivity while fostering a supportive work environment. These actions will ultimately result in happier employees who are more productive and satisfied with their jobs. Organizations should also consider the consequences of these results in their recruiting, selection, and training procedures to ensure that new workers have the drive and fortitude necessary to succeed in the competitive hotel sector.

### **Conclusion**

Hotel staff members in Davao City have high motivation, demonstrating a keen interest and involvement in their profession. Elements like internal motivation, chances for personal development, and praise for effective work explain this.

Hotel workers in Davao City reported a favorable work environment, which shows their happiness with various characteristics of their working circumstances, including physical conditions, collaboration, and support from managers and co-workers.

The significant relationships between motivation, work environment, and performance demonstrate the importance of these elements in determining how well hotels generally function in Davao City. Improved employee happiness, increased productivity, and ultimately better visitor experiences may result from increasing motivation and cultivating a supportive work environment.

### **Recommendations**

Davao City's hospitality businesses must create extensive motivational initiatives that meet workers' basic demands. This can include programs that encourage a feeling of purpose and devotion, such as regular praise for excellent work, career growth

possibilities, and training sessions.

Hotels should prioritize improving the physical working environment. Infrastructure, upkeep, and hygiene expenditures will help create a warm and attractive atmosphere, boosting staff contentment and eventually elevating visitor experiences.

In the workplace, emphasize the value of cooperation and teamwork. Encourage effective communication, provide knowledge-sharing platforms, and cultivate a friendly workplace environment where staff members feel at ease asking their co-workers for help when they need it.

Give employees enough opportunity for training to improve their knowledge and abilities. This might entail setting up workshops, seminars, and leadership development programs that enable staff members to advance their careers and gain new skills, boosting their motivation and performance.

Utilize employee input to continuously assess and track the workplace. Regular surveys or feedback sessions may assist in pinpointing problem areas, fixing issues, and making changes that positively influence employee engagement and happiness.

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