

Appendices

Appendix I Interview questions

The questions from the interview with Mr.

The researcher: What Motivation theories do you use for the employees to promote?

Mr. : As of now, we do offer free language courses, bonus every season, provide with a car, travel allowance to ~~Hay-Nan~~, Japan, Singapore etc... and to award as the employee of the month and year. We consider this as using Herzberg's two factor theories

The researcher: What kind of criteria do the managers use to motivate their employees?

Mr. : Achievements, Successful work on time, New ideas and creativity and Professional staff who have worked efficiently more than five years

The researcher: What are the skills does MCS Group usually required from people who are willing to work here?

Mr. : must have an ability to speak English, fast typing skills, professional skills for what he/she is doing and friendly attitude.

Appendix II
An example of a completed survey

Survey

Please circle the best answer for the following questions, Thank you

1. Why do you work for MCS Group? high salary
2. How many years have you been working for MCS group? 1 year
3. Are you satisfied with what you are doing now?
 - a. Very satisfied
 - b. Satisfied**
 - c. Sometimes
 - d. I don't like my job
4. The reason that you work? (you can circle two)
 - a. Money and family**
 - b. Power
 - c. Knowledge**
 - d. To make friends, to have relationship with different people and social lives
5. What makes you do your best? Please rate the following needs from 1 to 10 and put the numbers inside the small boxes. 1 is the least that motivates you and 10 is the most need that motivates you all the time.

a. achievement	5	b. Recognition	9
c. Work itself	2	d. Responsibility	10
e. Promotion	4	f. High salary	8
g. Relationship with peers	7	h. Work conditions	3
i. Company's reputation	6	j. Security	1
6. Are you working as your profession?
 - a. Yes
 - b. No**

7. What factors prevent your job satisfaction? (you can circle as many as you want)

a. Company policy and administration

b. Audit -4

c. Supervision and supervisors

d. Work Conditions-2

e. Salary -1

f. Security -3

g. relationship in the company

h. illegal work

8. Can you always communicate with your managers?

a. all the time

b. sometimes

c. rarely

d. never

9. Have you been motivated by the MCS Group?

Not Yet

10. What kind of needs do you want from MCS Group?]

a. social needs

b. safety needs

c. physical needs

d. esteem needs

e. self actualization needs

Appendix III

Survey

Please circle the best answer for the following questions, Thank you

1. Why do you work for MCS Group? _____
2. How many years have you been working for MCS group? _____
3. Are you satisfied with what you are doing now?
 - a. Very satisfied
 - b. Satisfied
 - c. Sometimes
 - d. I don't like my job
4. The reason that you work? (you can circle two)
 - a. Money and family
 - b. Power
 - c. Knowledge
 - d. To make friends, to have relationship with different people and social lives
5. what makes you do your best? Please rate the following needs from 1 to 10 and put the numbers inside the small boxes. 1 is the least that motivates you and 10 is the most need that motivates you all the time.

a. achievement

b. Recognition

c. Work itself

d. Responsibility

e. Promotion

f. High salary

g. Relationship with peers

h. Work conditions

i. Company's reputation

j. Security

6. Are you working as your profession?

- a. Yes
- b. No

7. What factors prevent your job satisfaction? (you can circle as many as you want)
- a. Company policy and administration
 - b. Audit
 - c. Supervision and supervisors
 - d. Work Conditions
 - e. Salary
 - f. Security
 - g. relationship in the company
 - h. illegal work

8. Can you always communicate with your managers?

- a. all the time
- b. sometimes
- c. rarely
- d. never

9. Have you been motivated by the MCS Group?

10. What kind of needs do you want from MCS Group?]

- a. social needs
- b. safety needs
- c. physical needs
- d. esteem needs
- e. self actualization needs

The Results of the Survey

1. Why do you work for MCS Group?

- 60% - high salary
- 28% - company's reputation
- 12% - to get a scholarship

2. How many years have you been working for MCS group?

- 1-3years =23
- 4-6years =21
- more than 7 years =6

3. Are you satisfied with what you are doing now?

- a. Very satisfied -22%
- b. Satisfied -66%
- c. Sometimes-12%
- d. I don't like my job-0%

4. The reason that you work? (you can circle two)

- a. Money and family-40
- b. Power-6
- c. Knowledge-22
- d. To make friends, to have relationship with different people and social lives-27

5. What makes you do your best? Please rate the following needs from 1 to 10 and put the numbers inside the small boxes. 1 is the least that motivates you and 10 is the most need that motivates you all the time.

- 10. Achievement-37
- 9. High salary-20
- 8. Recognition-17
- 7. Work itself-13
- 6. Advancement-12
- 5. Responsibility-10
- 4. Promotion-6
- 3. Company's reputation-6
- 2. Relationship with peers-3
- 1. Security-3

6. Are you working as your profession?

- Yes -35
- No -15

7. What factors prevent your job satisfaction? (you can circle as many as you want)

1. Salary-49
2. Relationship with peers-23
3. Work conditions-12
4. Security-12
5. Illegal work-6
6. Company policy and administration-5
7. Supervision and supervisors-3
8. Audit -3

8. Can you always communicate with your managers?

- a. all the time-31
- b. sometimes-10
- c. rarely-9
- d. never-0

9. Have you been motivated by the MCS Group?

34 YES:

- Travel allowance to Hai Nan, Singapore, Beijing, Korea etc...
- Free language courses
- One year free English course
- Bonus every season
- Employee of the month
- Free computer lessons
- Provided with a car
- Vacation at a resort

16 NO

10. What kind of needs do you want from MCS Group?]

- a. social needs - 29
- b. safety needs - 17
- c. physical needs- 0
- d. esteem needs - 3
- e. self actualization needs - 0