



Exploring factors that shape performance of employees: Case study of Royal Nawaab (RN) in London.

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The background

- A friendly Asian restaurant
 - Restaurants (Royal Nawaab London, 2018)
 - Banqueting suites (Royal Nawaab London, 2018)
 - Event catering (Royal Nawaab London, 2018)
 - More than 100 staff (Manager information)



The rationale of the research

- Employee performance should increase customer satisfaction (Kim, 2014)
- Employee dissatisfaction (Armstrong, 2007)
- Poor service (Tripadvisor, 2018)



Statement of problem

- Low rating (Tripadvisor, 2018)
- Poor service (Tripadvisor, 2018a)



The research question

- What factors affect staff performance?
- How motivation level of employees impact performance?
- How are employee staff satisfaction linked with staff performance?
- What reward system will be efficient on staff performance?



Aim and objective

Aim

- The aim is to improve staff performance that can motivate staff positively in order to provide better service of Royal Nawaab in London.

Objectives

- To analyse factors can improve staff performance.
- To examine staff motivation impacts on staff performance.
- To examine the relationship between employee satisfaction and staff performance.
- To identify factors of intrinsic and extrinsic rewards influencing staff performance



Methodology

- Philosophy: Interpretivism
 - Research approach: an inductive approach
 - Research strategy: case study
 - Research method: Qualitative
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- (Saunders et al., 2016)



Data collection method

- The sampling: 10 employees
 - Non-probability sampling
- Questionnaire: 10 questions
 - Open ended question
- Semi-structured interview
 - Walk in interview
 - Face to face interview



Data analysis

- Thematic analysis (Braun and Clarke, 2006)
 - Presenting with themes



Findings and analysis

Themes	Employee perspectives
Perspective	• Working conditions • Salary • Bonus • Leadership • Staff engagement • Work-personal life balance
Motivation approach	• Restaurant policy • Working condition • Rewards
Role of motivation	• Employees work harder to gain their performance • Employees are loyalty and satisfaction • Employees are not lazy
Intrinsic and extrinsic rewards	• Salary • Bonus • Promotion • Job security • Work-life balance



Limitation

- Qualitative method
- Small sample
- Small questionnaire



Conclusion

- Conclusion

References



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