



## The Relation between Motivation, Job Satisfaction and Task Performance: Kovach's Ten Factor Model

\*Hatice GÜÇLÜ NERGİZ<sup>a</sup> , Banu Saadet ÜNSAL AKBIYIK<sup>a</sup>   
<sup>a</sup> Kocaeli University, School of Tourism and Hospitality Management, Department of Hospitality Management, Kocaeli/Turkey

### Article History

Received: 09.01.2019

Accepted: 11.04.2019

### Keywords

Kovach motivational  
Factors

Job satisfaction

Task performance

### Abstract

Employees do not have much motivation to work in the hospitality industry. Understanding hotel employees' motivations has become a useful area of research in the industry. The first aim of the study is to define what the motivational factor that is most important to hotel employees. The second aim is to find out the relation between motivational factors, job satisfaction and task performance. The result based on the data from 161 respondents. Using Kovach's model, this study found that the most important ranked motivational factor is "good wages". "interesting work" and "feeling of being in on things" are related with job satisfaction. "Tactful discipline", "job security", "feeling of being in on things", "opportunities for advancement and development", "personal loyalty to employees" and "appreciation for accomplishments" are related with task performance.

### Article Type

Research Article

\* Corresponding Author

E-mail: [banusaadet@yahoo.com](mailto:banusaadet@yahoo.com) (B. S. Ünsal Akbıyık)

**Suggested Citation:** Güçlü Nergiz, H. & Ünsal Akbıyık, B. S. (2019). The Relation between Motivation, Job Satisfaction and Task Performance: Kovach's Ten Factor Model, *Journal of Tourism and Gastronomy Studies*, 7 (3), 1534-1548.

DOI: