

# Relationship between Work Motivation and Organizational Engagement of Fire and Rescue Personnel

Puparn Kongsabay and Tosaporn Mahamud

**Abstract— Objectives of the study were to investigate the relationship between operational motivation and organizational commitment. Of fire and rescue personnel Fire and Rescue Operations Division 2, Disaster Prevention and Mitigation Bureau The study found that the motive factor influenced the organizational engagement of fire and rescue personnel. Fire and Rescue Operations Division 2, Disaster Prevention and Mitigation Bureau Bangkok found that the motivating factors for job success Respect Job Description Influence on organizational ties Has statistical significance at a level of 0.05.**

**Keywords— Motivating, Organization, Mitigation Bureau.**

## I. INTRODUCTION

In the administration of an organization, (Simon,1953) whether it is a small or large organization, human resource development (Garavan,2007) is considered an essential strategy in leading the organization to achieve its vision and goals in an efficient and effective manner ( Wang, & Rafiq, 2009) It relies on four important administrative resources: (Zimmer, 2005) personnel (Man), funds (Money), Materials and management (Management) ( Sweins, Kalmi, &Nyman,2009) It is the most important resource in management (Grewe, Feutry, Hill, et al.(2015) because people source and use other administrative resources, (Staudt,1978) namely funds, materials and equipment. (Clover, Jones, Bailey, & Griffin, 2004) As well as implementing effective management Therefore, (Nfuka, & Rusu, 2013)the management must consider and give importance to the personnel of the organization. (Petroni, Venturini, & Verbano, 2012) At present, the administration for the effectiveness and efficiency depends on the cooperation of all personnel in the organization. Mahamud, Tanphan, Chaiponoi, & Teerasukittima,(2020) By encouraging personnel to have love and to have a bond with the organization (Gallicano, Curtin, & Matthews, 2012) If personnel are attached to the organization, (Gibson, 1966) then what the organization will have more than work is the body and the heart, dedication, dedication, knowledge and ability to work with all the energy Willing to protect the reputation and image of the organization Want the organization to progress and be more stable, the commitment to the organization is about the ability to keep these quality personnel to stay with the organization for as long as

possible. ( Takhah, 2020)

Promoting organizational engagement is therefore a valuable thing, generating benefits as the personnel is an important force of the organization. (Reissner, & Pagan,2013) Therefore, it is necessary to find a way to promote personnel to have a sense of security in order to promote the efficiency (Kulsarunporn., 2019) of the organization's administration and achieve its objectives. (Thompson, & Bates, 1957) In line with Maslow's theory (Rowan,1999) of needs and Herzberg's theory of motivation founding influence personnel of performance. (Jones, & Lloyd, 2005) The organization will benefit from personnel in terms of quality of performance and can develop the organization as well (Wat, & Shaffer,2005) the public and the organization, therefore If personnel are work motivated Engagement job right Personnel will devote intelligence. (Wegge, Van Dick, Fisher, Wecking, & Moltzen, 2006) Sacrificing physical energy, (NIKJOO, O'NEILL, GOODHEAD & TERRISSOL, 1997) dedicating time to work, making the performance of the organization more efficient ( Wilkins, & Ouchi, 1983)

Objectives of the study were to investigate the relationship between operational motivation and organizational commitment. Of fire and rescue personnel Fire and Rescue Operations Division 2, Disaster Prevention and Mitigation Bureau Bangkok.

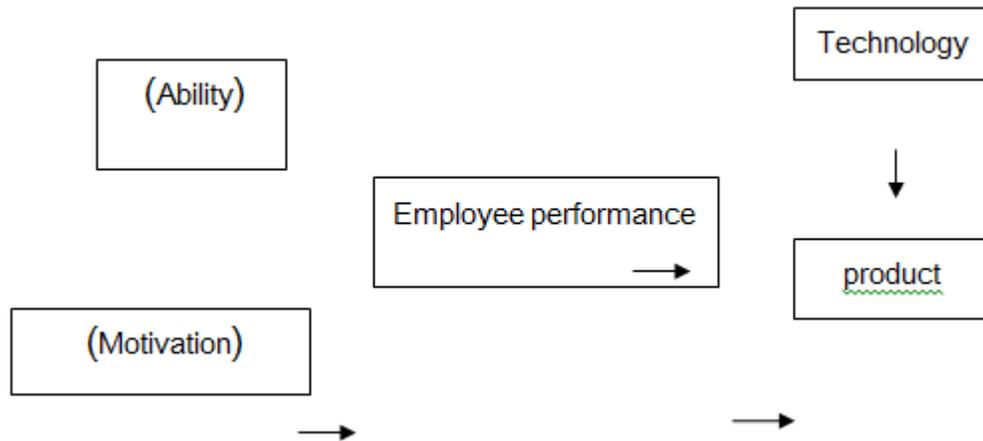
## II. LITERATURE REVIEW

A study of the relationship between motivation and organizational engagement of fire and rescue personnel. (West, & Murphy, 2016) Fire and Rescue Operations (Cohen-Hatton, Butler, & Honey, 2015) Division 2, Disaster Prevention and Mitigation Bureau Bangkok (Phimsaart, & Sripramai, 2019) The students study documents, concepts, theories and related research. To be used to define conceptual frameworks and guidelines in the study Thus the importance of motivation

Motivation is important Because it allows the productivity of the work to come out according to the objectives and complete the time specified And get a quality job Which requires skill Employee expertise and competence Therefore, organizations need to use incentives to help stimulate their employees' potential. When employees are motivated, they will motivate them to achieve their potential and work at their best.

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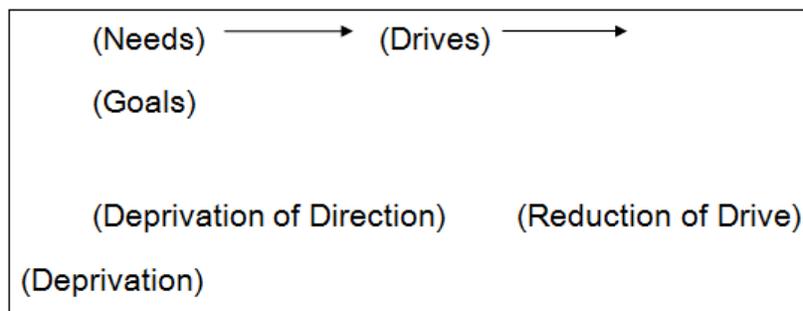
### III. PERSON PERFORMANCE AND MOTIVATION AND PRODUCTIVITY

Motivation is very important to the performance of employees. (Mani, 2002) good be high quantity (Hoffmann Wilbert, Lehofer, & Schwab,2020) how much value It depends on the motivation of study Productivity depends on employee

performance and technology (Beltrán-Martín, & Llusar,2018).

#### A. Motivation elements

Motivation has three components that are related to each other: need, drive, and goal. (The Motivation Cycle).



The need motivation cycle is a lack of sufficiency. Because human needs arise when there is a physical or mental imbalance, the drive (Drive), the drive, is created to reduce the need. Goals The last point of the cycle of motivation means something. Anywhere can come to reduce the demand and reduce the labor force to be less.

worker an incentive to work hard to achieve the best he can And can help increase the efficiency of work The factors mentioned herein are: (Achievement) (Recognition) (Work Itself) (Responsibility) (Advancement).

#### B. Related Theories to Motivation

Frederick Herzberg Two - Factor theory or motivator - hygiene theory Herzberg (Sachau, 2007) The answer to this study was called motivator factors and hygiene factors, also known as motivator factors. Two-factor theory, the theory of Herzberg's operational satisfaction. (Hyun, & Oh, 2011)

Herzberg's Motivation (Hyun, & Haemoon, 2011) Theory Built on the results of his and his team's research in 1959 in Pittsburgh, Pennsylvania. (Ewen, 1964) Motivator factors are directly related to the internal motivation arising from job content, such as acceptance. The success of the work, etc. Motivating factors that make people happy in their work and ability. If responding to these factors for workers Will give the

### IV. STUDY POPULATIONS AND SAMPLES

Study population The samples were from 403 firefighters, Fire and Rescue Operations Division 2, Disaster Prevention and Mitigation. This study was calculated using the sample size using the Taro Yamane formula (Tepping, 1968) at a 95% confidence level as follows:

$$\text{Formula } n = \frac{N}{1 + Ne^2}$$

- n = Sample size
  - N = Study population
  - e = Acceptable mistakes (Where it is defined as 0.05)
  - n = (403) / (1 + 403(0.05)²)
  - = 201 example
- A sample of 201 people was obtained in this study.

**A. Data processing and analysis**

Processing the data obtained from the questionnaire with a computer program by finding the percentage (Percentage) and mean (Mean) Microsoft Excel program, which is a ready-made program for creating pie charts and bar charts with words. Explain the results And the results from the chart are presented for analysis according to the characteristics of different variables.

**B. Results of this research study**

A study of the relationship between work motivation and

Motivating factor	B	Std. Error	Beta	t	Sig.	test
(Constant)	0.101	0.288		0.352	0.725	no
1. The success of the work	0.637	0.080	0.501	7.927	0.000*	yes
2. Respect	-0.152	0.061	-0.177	-2.508	0.013*	yes
3. The nature of the work	0.441	0.031	0.640	14.286	0.000*	yes
4. Responsibility	-0.015	0.052	-0.014	-0.291	0.771	yes

\* Has statistical significance at the 0.05 (2-tailed)

Comparison of incentives influencing the organizational engagement of fire and rescue personnel. Fire and Rescue Operations Division 2, Disaster Prevention and Mitigation Bureau Bangkok found that the motivating factors for job success Respect Job Description Influence on organizational ties Has statistical significance at a level of 0.05.

**C. Summary of research results of personal information**

From the study of the relationship between motivation and organizational commitment of fire and rescue personnel. Fire and Rescue Operations Division 2, Disaster Prevention and Mitigation Bureau Bangkok It was found that most of the respondents were male, aged between 31-40 years, marital status, domiciled in the Northeast region. Education level below bachelor's degree Government level and positions are at the general level. (Operation / Skill / Senior) Fire and rescue station that operates is Thung Mahamek Fire and Rescue Station Average monthly income is less than 20,000 baht. Service age between 6 - 10 years. Information on incentives of fire and rescue personnel. Fire and Rescue Operations Division 2, Disaster Prevention and Mitigation Bureau Bangkok

The study of data on the importance of motivation factors of fire and rescue personnel. Fire and Rescue Operations Division 2, Disaster Prevention and Mitigation Bureau Bangkok found that responsibility was the most important. The success of the work Respect The nature of the work And overview of the motivating factors Is at a very important level With details as follows

Responsibility The results of the study were found to be of the greatest importance. With detailed comments Is in the most

organizational engagement of fire and rescue personnel. Fire and Rescue Operations Division 2, Disaster Prevention and Mitigation Bureau Bangkok 201 sets of questionnaires were used as a tool for data collection and retrieval of 201 sets, representing 100 percent. The study results were divided into 4 parts as follows: Comparison of incentive factors influencing organizational engagement of fire and rescue personnel. Fire and Rescue Operations Division 2, Disaster Prevention and Mitigation Bureau Bangkok.

important level of 3 items, consisting of you can stay in the work until the job completes even after normal working hours He sacrificed his personal time to assist in government work in addition to his responsibilities. You can work according to regulations. The duty and time of the agency

The success of the work The results of the study were found to be of great importance. With detailed comments Is at the most important level 1 item is that you are responsible for the assignment to accomplish the objectives And is at a very important level, 2 items, consisting of you can work to achieve goals. You can solve problems that arise while working successfully.

Respect The results of the study were found to be of great importance. With detailed comments It is at a very important level, 3 items consisting of you are respected by your peers and supervisors. You have been complimented, trusted and trusted by supervisors that have knowledge and abilities from the assigned work. You can offer ideas on the work and be accepted.

The nature of the work The results of the study were found to be of great importance. With detailed comments Is in a very important level, 3 items consisting of you have the opportunity to use the talent to complete The nature of the job challenges and motivates us to do the job. Work done in the field of study and have made full use of their knowledge.

**D. Discussion of Research**

From the study of Relationship between motivation and organizational engagement of fire and rescue personnel. Fire Brigade Operations Division 2 Disaster Prevention and

Mitigation Bureau Bangkok The student has some issues to discuss: Motivating factors of fire and rescue personnel Fire and Rescue Operations Division 2, Disaster Prevention and Mitigation Bureau Bangkok consists of the success of the event. Respect The nature of the work Responsibility Overall, the motivating factor Is at a very important level This is in line with the studying the relationship between working motivation and organizational commitment of municipal employees. Sa Kaeo Province, the results showed that The highest level of motivation for performance was the nature of the work performed. Responsibility To be respected And the motivation for performance was at a high level.

*E. Study Suggestions The following suggestions are useful for the study*

In this study, the The relationship of Personal information, motivation and support factors with commitment to the organization of fire and rescue personnel Fire and Rescue Operations Division 2, Disaster Prevention and Mitigation Bureau Bangkok To be used as a guideline for improvement Develop incentives to meet needs and create a bond with the organization. The recommendations were based on the factors that had the highest relationship and influence on organizational commitment, respectively, in 3 order as follows:

**Motivating factor** (Bodziany, Ścibiorek, & Ślusarczyk, 2020)

The nature of the work Supervisors should arrange personnel suitable for their knowledge, abilities and responsibilities. Decentralized duties, responsibilities and decisions To enable the subordinates to have a positive attitude towards their jobs and to work in accordance with their graduating fields and to fully utilize their knowledge and abilities. Have the freedom of thinking or self-administering, such as assigning a legal graduate to fire and rescue personnel. Has legal duties regarding Serving as a committee on government discipline, receiving packages, participating in project recommendations, or assigning fire and rescue personnel with engineering graduates Is responsible for Being a committee for the construction of things that are beneficial to the organization. Or assign those who have the ability of people, art, technology, etc. to participate in various important activities within the organization. In addition to the nature of the work that is the primary mission of fire and rescue. In order to create incentives for work and affect the organization's commitment to increase

The success of the work Organization or supervisors should increase incentives. Motivation to work to make the job successful Supervisors should evaluate the subordinates' performance or abilities to determine whether they are apt or suitable for the job. They also pay attention to the basic needs of their subordinates, such as assigning a mission to perform work related to fire and rescue. The aptitude of the subordinates must be considered appropriately. In the event of a rescue such as a building collapse, a chemical leak Those stranded on high altitudes, etc., should be assigned to people with rescue knowledge or receiving special training in rescue operations. To perform duties or missions to catch reptiles such as snakes,

insects, bees, wasps, wasps, hornets, dogs, cats, etc., it should be assigned a person who has a good understanding of the behavior of that animal to make the results of the work come out. According to the goals of the organization in order to create incentives for work and an effect on organizational engagement.

Respect Subordinates also need to be more tolerant in their work ideas. In order to increase the effect of greater acceptance The organization or supervisor should respect and encourage subordinates to make suggestions or opinions of one another. Do not underestimate or ignore the opinions of individual people who are presented and are discussed with dignity and recommendations for reasons such as allowing subordinates to propose guidelines for organizational development in policy matters. Consideration of merit Move up, move up, position Administration within fire and rescue stations Working time, leave, and holidays to increase work incentives and affect organizational engagement.

## V. ORGANIZATIONAL COMMITMENT

Organizational commitment (Angle, & Perry, 1981) of fire and rescue personnel Fire and Rescue Operations Division (Yimpong,2006)2, Disaster Prevention and Mitigation Bureau Bangkok, including faith in the organization The dedication to the organization Loyalty to the organization Found that the engagement with the organization was at the very agree level Therefore, to maintain the existing level and to develop a better organizational commitment. It is necessary to do it systematically. Starting from listening to the opinions of the personnel Including recommendations, compensation Appropriate salary or benefits to be sufficient for living in the current situation Promoting activities that create unity in performance, catering, education visit. Create a good working environment Create a good organizational culture to fire and rescue personnel Fire and Rescue Operations Division 2, Disaster Prevention and Mitigation Bureau Bangkok To create joy and be ready to repay the organization so that the organization progresses to achieve its goals and success.

## VI. SUGGESTIONS FOR THE NEXT STUDY

Quality of service of fire and rescue personnel Fire and Rescue Operations (Pawanun, 2 0 1 0) Division 2, Disaster Prevention and Mitigation Bureau Bangkok.

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