Abstract

Objectives – Although a study has been done to explore the relationship between front-line employees’ perceived managerial sincerity, feedback-seeking orientation and job motivation, the precedent study is conducted only in a single company which was a global franchised fast-food restaurant chains. Therefore the author conducted this study to check its validity in a different setting (local restaurant chains).

Method – The data was collected from a local restaurant chains located in Jakarta, using a self-administered questionnaire which was distributed to their front-line employees. The final sample size was 190 (92.23 percent of response).

Results – The results show that there is a positive relation between front-line employees’ motivation levels and their feedback-seeking orientation. There is also a positive association between front-line employees’ motivation levels and their job satisfaction.

Conclusion – A manager-employee interpersonal relationship has a great influence over the employees’ motivation. Therefore, managers should maintain their relationship with the front-line employees. A mix between employees with high and low openness is also necessary to be balanced in order to get the preferred result.

Limitation – One of the questions in the questionnaire was considered offensive and it caused some misunderstanding during the data collection process. Thus, the author would recommend changing the question if any future research should be done on this subject.

Keywords: Employee, Manager-employee relationship, Motivation
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