
RESEARCH QUESTIONNAIRE

Research title:

The impact of rewards systems on employee performance in selected hotels in Cape Town

The research:

Name of the researcher: **NKOUANGAS LUDMILLA YVETTE**

Course: **Master of Technology: Business Administration**

Department: **Business and Management Science**

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The respondent

I **Nkouangas Ludmilla Yvette**, a registered student in M.Tech Business Administration at Cape Peninsula University of Technology. As part of my dissertation requirements, I am conducting a research entitled: "**The impact of rewards systems on employee performance in selected hotels in Cape Town**"

This questionnaire should take a minimum amount of time to be completed (15 minutes). I politely request that it be completed as fully and honestly as possible. Please accept my guarantee that all information will remain strictly **confidential** and **anonymous**. Additionally, your participation in this research is purely voluntary. Moreover, you may withdraw your participation from this research at any time. The original questionnaires will be held in locked cabinets in the university offices until the end of 2019, and then destroyed. An electronic version of the data will be available only to the research on secure computers.

The final report will be placed on University websites to be used in promotional and educational materials, and policy-related initiatives. The researcher will send an email to all respondent informing them of the release of the thesis. The research will be completed by September 2019. If you have any questions, please contact Nkouangas Ludmilla Yvette at +27 (0)78 0892778 or evenathan17@gmail.com

This research has been reviewed and approved by the CPUT Office of Research Ethics. All respondents might address any concerns or complaints to **Dr Onojaefe** at onojaefed@cput.ac.za (Supervisor of the research).

I agree, of my own free will, to participate in this questionnaire survey for the Cape Peninsula University of Technology.

Yes ☐/ No ☐

Name of the participant:

Participant's Signature: Date:

SECTION A: Demographic Information

(Please mark the relevant answer with an X)

1. Indicate your race

African ☐ Coloured ☐ Indian ☐ White ☐ Asian ☐

2. Indicate your gender

Male ☐ Female ☐

3. Indicate your age range

20-30 ☐ 30-40 ☐ 40 – 50 ☐ 50 – 60 ☐ 60+ ☐

4. Indicate your educational achievement

Grade 12 or below ☐
Certificate ☐
National Diploma or Degree ☐
Post -graduate degree ☐

5. How long have you been working in this organisation?

Less than a year ☐
1 - 2 years ☐
3 – 5 years ☐
5 – 10 years ☐
More than 10 years ☐

SECTION B: REWARDS SYSTEMS

1. Are you aware of a reward system in your organisation?
(Indicate with an X)

Yes ☐ No ☐

2. What type of rewards do you have in your organisation?
(Indicate with an X)

FINANCIAL

Salary	<input type="checkbox"/>
Bonuses	<input type="checkbox"/>
Commissions	<input type="checkbox"/>
Pensions	<input type="checkbox"/>
Allowances	<input type="checkbox"/>

NON-FINANCIAL

Certificate of achievement	<input type="checkbox"/>
Employee of the month	<input type="checkbox"/>
Thank you note	<input type="checkbox"/>
Praise	<input type="checkbox"/>

3. Among the types of rewards you selected in question 2,
which one is the most attractive? (Please state)

.....

SECTION C: REWARDS AND EMPLOYEE PERFORMANCE

Kindly answer the following questions using the following Likert Scale (5= strongly agree...the number that you think is best = strongly disagree)

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1. The reward policy of the hotel is fair and equitable	1	2	3	4	5
2. I am satisfied with the quality/quantity of the rewards provided by the hotel.	1	2	3	4	5
3. I receive salary as payment for my work	1	2	3	4	5
4. I am satisfied with my current pay in the hotel	1	2	3	4	5
5. My performance would go up if the hotel increased my salary	1	2	3	4	5
6. I am ready to increase my work effort to gain bonuses	1	2	3	4	5
7. I receive feedback or appreciation from my superior for my work performance	1	2	3	4	5
8. Any form of appreciation encourages me to perform better	1	2	3	4	5
9. Being "the employee of the month" is important achievement for me	1	2	3	4	5
10. I value financial incentives more than non-financial incentives	1	2	3	4	5

SECTION D: REWARDS AND EMPLOYEE ATTRACTION

Kindly complete all the questions below one response per item. The following response scale should be used for all items.

1 Not at all important 2. Not Important 3. Uncertain 4. Important 5. Very Important

The following response scale should be used for all items.

How important do you consider the factors to be when deciding on a job position?

1. Recognition provided to you by your employer e.g. Financial recognition such as paid travel
2. The extent to which your employer respects differences in race, gender and age
3. The quality of performance feedback and performance discussions you have had with your supervisor.....
4. The extent to which you are provided with challenging targets.....
5. The provision of a competitive pay package (i.e. basic salary plus benefits, allowances or variable pay).....
6. Your employer's provision of medical aid, retirement and pension benefits
7. Your employer's provision of incentive bonuses/variable pay.....

SECTION E: REWARDS AND EMPLOYEE RETENTION

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1. Communication of the reward policy encourages me to stay in the organization	1	2	3	4	5
2. Receiving rewards through awards, promotion enhances will enhance my loyalty to hotel	1	2	3	4	5
3. I remain in this hotel because of the financial assistance I receive (mortgage assistance, company loans)	1	2	3	4	5
4. The remuneration packages I receive in this hotel suits my lifestyle	1	2	3	4	5
5. My benefits and medical aid are adequate	1	2	3	4	5

Thank you for you co-operation.