

An Assessment of the Factors Affecting the Job Performance of Administrative Staff of State Universities in Sri Lanka

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Abstract

Performance of the state universities as a whole may affect the development and the performance of the country. Performance of the state universities mainly depend on the performance of the administrative, academic and non-academic staff categories of the university. Among them the job performance of the administrative staff affects the success of the state universities due to the important role that the administrative staff plays. Employee work attitudinal characteristics may be considered as an important element that determines individual performance which collectively leads to attaining the organizational goals and objectives set according to the country's vision on education and to address future challenges. The research problem addressed in this study was to investigate the extent to which work attitudinal characteristics affect job performance of administrative staff in state universities in Sri Lanka. The administrative staffs of state universities in Sri Lanka were considered as the population for this study. Sample size was limited to 125 administrative officers which were selected from state universities. Kaiser-Meyer-Olkin measure of sampling adequacy and Bartlett's test was used to measure the validity of the sample size. Primary data collected through administering a questionnaires and direct interviews. Univariate, Bi-variables techniques, Multivariate Regression, Hypothesis Testing and Factor analysis were used to analyse the data. All the dimensions of all variables except remuneration yielded a higher mean than the average. Positive correlations are existing between the dependent variable; job performance, and independent variables; job satisfaction ($r = 0.471, P = 0.000$), involvement ($r = 0.363, P = 0.000$) and commitment ($r = 0.386, P = .000$). The results concluded that job satisfaction, organisational commitment and job involvement can positively contribute towards job performance. According to the results of the correlation analysis and hypotheses testing, it is revealed that independent variable; job satisfaction has positively correlated with dependent variable job performance. Therefore, a considerable attention should be paid to improve job satisfaction, organizational commitment and job involvement of administrative staff to improve the job performance within state universities for long-term success of the higher education sector in Sri Lanka.

Introduction

State universities as the main providers of higher education in the country, play role in the development of the country by providing required human resources. Therefore, the performance of state universities as a whole directly affects the development and the performance of the country. Performance of state universities is argued to be dependents on the performance of their staff;

(administrative, academic, and non-academic). The total organizational performance depends on efficient and effective performance of individual employees of the university. Among them the job performance of the administrative staff plays an important role in the success of state universities in Sri Lanka. Every organization needs to place a considerable reliance on their individual employee performance to gain high productivity. Employee attitude can be considered as an important element