



Enhancing the real movers:

Understanding the Factors Hindering the Performance of
School Administration

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Objectives of the Study

To find out the factors affecting the low performance of administrative staffs in schools.

- To find out whether the productivity of the staff is less as a result of certain factors or not.
 - To find out whether there is any significant difference between Gender, Years of Service and Type of the work in relation to these factors.
 - To find out whether there is any relation between these factors.
 - Suggesting the areas that need to be addressed for civil service excellence.
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Review of Literature

The literature lead factors that affect the low performance of administrative staffs

- Lack of Motivation
 - Issues related to Recruitment Process
 - Lack of Job Training
 - Lack of Monitoring and Appraisal System
 - Unhealthy Work Environment
 - Lack of Promotional Opportunities
 - Unaware of Rules and Regulations
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Hypothesis

- **Hn1:** *The productivity of the administrative staff is not lower than their capacity.*
 - **Hn2:** *The productivity of the staff is less not as a result these factors.*
 - **Hn3:** *There is no significant difference between Gender and these factors.*
 - **Hn4:** *There is no significant difference between Years of Experience and these factors.*
 - **Hn5:** *There is no significant difference between Type of the Job and these factors.*
 - **Hn6:** *There is no significant relation between these factors.*
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Methodology


- The quantitative method was used mainly to collect the data.
 - However, suggestions and opinion to achieve an excellent civil service, qualitative data was taken.
 - A sample of 110 staff, from 14 government schools in the Male City were selected by Systematic Random Sampling.
 - The data was collected during the month of July - August 2015.
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Findings

Hypothesis 1


- The administrative staff do not believe that their productivity is lower than their ability.

Hypothesis 2

- The performance of the administrative staff are highly affected by
 - lack of motivation
 - issues in recruitment process
 - unhealthy work environment
 - unaware of rules & regulation
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Findings (Cont.)

Hypothesis 3

- There is no difference between males and females considering the following factors as factors affecting the performance of the staff.
 - Lack of Motivation
 - Issues in Recruitment Process
 - Lack of Job Training
 - Lack of Monitoring and Appraisal System
 - Unhealthy Work Environment
 - Unaware of Rules and Regulations
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Findings (Cont.)

Hypothesis 3 (Cont.)

- There is a significant difference between males and females in believing, lack of promotional opportunities as a factor of hindering performance.
- The mean rank of Mann-Whitney U test shows, for males, lack of promotional opportunities is 72.88 whereas for females it is 53.37.

Hypothesis 4

The findings shows that there is no significant difference between the employees based on the number of years they have worked in considering these variables as factors affecting the performance of the staff.

Findings (Cont.)

Hypothesis 5

- The findings shows that there is no significant difference between the employees who worked directly administrative works and who worked in admin-academic works in considering the following factors as factors affecting their performance.
 - Lack of Motivation
 - Lack of Job Training
 - Lack of Monitoring and Appraisal System
 - Unhealthy Work Environment
 - Unaware of Rules and Regulations

Findings (Cont.)

Hypothesis 5 (Cont.)


- There is a significant difference between the employees who worked directly administrative works and who worked in admin-academic works in believing, lack of promotional opportunities as a factor of hindering performance.
- The mean rank of Mann-Whitney U test shows
 - directly administrative works for problems in recruitment process is 46.51
 - admin-academic works it is 64.49 with a significant difference of 17.98

Findings (Cont.)

- *Hypothesis 6*
- a high positive correlation between *low productivity*; and,
 - Issues related to recruitment (0.756) Very high correlation
 - Motivation (0.340)
 - Unaware of Rules and Regulation (0.325)
 - Lack of Job Training (0.314)
 - Monitoring & Appraisal System (0.300)
 - Unhealthy Work Environment (0.285)
 - Lack of Promotional Opportunities (0.193)


Findings (Cont.)

Hypothesis 6 (Cont.)

- There is high positive correlation between *lack of motivation*; and
 - Lack of Job Training (0.509)
 - Unaware of Rules & Regulation (0.499)
 - Unhealthy Work Environment (0.464)
 - Monitoring & Appraisal System (0.437)
 - Lack of Promotional Opportunities (0.406)
 - Recruitment Process (0.361)
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Findings (Cont.)

Hypothesis 6 (Cont.)

- There is a high positive correlation *Monitoring & Appraisal System*; and,
 - Unaware of Rules and Regulation (0.515)
 - Lack of Promotional Opportunities (0.506)
 - Unhealthy Work Environment (0.486)
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Findings (Cont.)

Hypothesis 6 (Cont.)


- There is a weak correlation between
 - low productivity and unhealthy work environment (0.285)
 - low productivity and lack of promotional opportunities (0.193)
 - recruitment process and Lack of Promotional Opportunities (0.277)
 - recruitment process and Unhealthy Work Environment (0.276)
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Findings (Cont.)


Suggestions for Efficient Civil Service

- Improving the salary and allowances - 52%.
 - Providing necessary training - 35%.
 - Job promotion - 15%.
 - Appreciation at the work environment - 12%
 - Healthy work environment - 8%
 - Management support, equal treatment among staff, better communication system, creating and providing opportunities, better monitoring system, following the rules and regulation - 6%
 - Implement work ethics - 4%
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Conclusions

- For improving the employees' performance, main areas to be addressed are:
 - motivating the employees,
 - addressing the issues related to the recruitment process and ,
 - providing awareness to the civil service rules & regulation
 - The recruitment process has to be framed in such a way that the best candidates are recruited.
 - Some of the suggestion have shown that wok ethics and using office time effectively will improve the productivity of the staff.
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Conclusions (Cont.)

- Another important area that was identified as a variable that hinder the productivity of the staff was unawareness of civil service rules & regulation.
 - Most of the staff are not aware of the civil service law, rules and regulations. This affects the work ethics of the employees.
 - It is shown that, a large percentage of the staff wish to improve their salary and allowances.
 - At the same time, 35% of the staff suggested for proper job training followed by appreciation for the staff by their supervisor with 12%.
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Conclusions (Cont.)

- Even though this study is based on the school administration, this could be applied to other civil service offices providing related service to the public.
- It is recommended to address these issues to have an efficient civil service as per the findings.
- By attending to the issues of the employees will motivate them to work more passionately, there by enhancing the performance.
- Thus the performance of the civil servants will move towards the vision of the civil service; quality people, quality performance and quality service.

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