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ASSESSMENT OF FACTORS WHICH MOTIVATE THE  
CLERICAL STAFF OF THE UNIVERSITIES IN SRI  
LANKA: AN EMPIRICAL INVESTIGATION.

By

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## Abstract

Quality of University education effects the development process of any country. Students, Academic staff and non-academic staff are the three major parties within the university system. Today, researchers in Sri Lanka have paid more attention on Academic and student affaires but very less on non-academic affairs. In fact no comprehensive research has been done with regard to the clerical grades in non-academic staff. But clerical activities are the most important factor in all non-academic operations. Yet the clerks do not adequately contribute, to the achievement of their service objectives.

In general, theories show that there are many factors which affect the achievement of the working objectives of clerical staff in any system. Motivation is one of the most important elements within this context. However, there doesn't seem to be a single thesis, which deals with the subject in a comprehensive manner in Sri Lanka. The present analysis is a modest attempt in dealing with this case in a complete demeanor. The title of this study is "Assessment of factors which motivate the clerical staff of the universities in Sri Lanka: An empirical investigation"

In the survey, psychological, ethical and social, reward and task-structure factors are identified as the main motivational elements. Further, study was done, to assess these factors by investigating the relationship among motivational elements and motivation. There is a notion that money is a very important influencing factor to work in an organization. But this survey rejected this notion, and accepted that the task-structure factors such as work environment and autonomy are the most important motivational elements within the university clerical service in Sri Lanka.