

ABSTRACT

This research was carried out on the “ordinary rank” clerical staff at the Head Office of the National Registration Department, Malaysia. Some of the objectives of the research were to find out the levels of work motivation and ability of the staff, to determine their perceptions of their own individual characteristics, namely their interest on their jobs, their job security needs, their social needs and achievement needs, to determine their perceptions of their job characteristics, namely their overall job characteristics, the variety of tasks, the intrinsic value of their jobs and the autonomy in their jobs, and to determine their perceptions of their work environment characteristics which include the influence of their peers and supervisors in their job performance, their salary and fringe benefits, the recognition giving practices in their organization, promotional opportunities in their services and the extent of communication between the employees and their superiors in the organization.

Other objectives of the research were to determine the effects of their perceptions of each of their individual characteristics on their motivation levels, the effects of their perceptions of their overall job characteristics on their motivation levels, the effects of their perceptions of each of their work environment characteristics on their motivation levels, the effects of each of the individual background components (age, sex, marital status, education, working experience, courses attended and job status) on their motivation levels, the effects of each of the

above mentioned individual background components on their ability levels and the relationship between their interest on their jobs and their ability levels.

Based on the research findings, recommendations were made on ways to improve the work motivation and ability of the employees and the topics for future studies.