

**STUDY ON THE FACTORS THAT LEAD TO
THE PERFORMANCE OF NON-ACADEMIC
STAFF OF EASTERN UNIVERSITY,
SRILANKA (EUSL)**



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ABSTRACT

The present study intended the title "Study on the factors that lead to the performance of non-academic staff of EUSL." Enhancing employees' performance is an essential tool for organizations' success. Managing employee performance every day is the key to an effective performance. Performance is a description of what is expected of employees, plus the continuous orientation of employees towards effective job performance. Performance the degree to which an employee contribution to the goals of his or her behavior and the application of skills, abilities and knowledge.

In EUSL two types of staff are working. One of academic staff and second one is non-academic staff. Non-academic staffs are more numbers rather than academic staffs. Academic staffs are providing only academic services to only students but non-academic staffs are providing many services such as finance services, students welfare services, students and staff inquiries, maintenances services, administrating services, establishing services, supplying services etc. to students and also staffs of EUSL. So those non-academic staffs' performance is very important. In provide above services, better performance must be need to those non-academic staffs. Considering non-academic staff of EUSL, here non-academic staffs' performance is poor because some functions of those non-academic staff is delaying by employee poor performance therefore, this research is conducted to Study on the factors that lead to the performance of non-academic staff of EUSL.

For this study, the conceptualization framework consists of five variables as job function, misunderstood goals, mismanagement, mismatched ability and apathy. Primary data and secondary data were used this research. The primary data were collected from the administrated closed-ended questionnaire 100 respondents were randomly selected from non-academic staff of EUSL and the questionnaire were issued to them to collected the data. The collected data were presented in the form of tables and bar charts.

The overall research findings indicate that the non-academic staffs have moderate performance. The non-academic staffs' performance was high regarding the job function and mismatched ability. But most of the staff neither agree or disagree with the misunderstood goals, mismanagement and apathy. Hence, several ways have been suggested as recommendations at the end of the research to further development of their services.

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