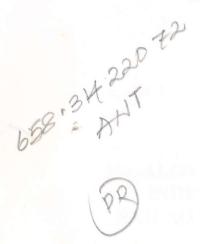
THE FACTORS OF MOTIVATION AND JOB SATISFACTION OF EMPLOYEES IN POSTAL DEPARTMENT IN BATTICALOA DISTRICT



Mr. ALOYSIUS ANTONYTHAS



DEPARTMENT OF COMMERCE
FACULTY OF COMMERCE & MANAGEMENT
EASTERN UNIVERSITY
SRI LANKA
2002.

Contents

Acknowledgement	Page N
Contents	II
List of Table	V
List of figure	VI
Abstract	VII
CHAPTER – 01 INTRODUCTION	1
1.1 Introduction	2
1.2 Research Problem	4
1.3 Objectives of research	4
1.4 Limitation	4
1.5 Assumption	5
1.6 Conceptualization	5 *
1.6.1 Physical Needs	7
1.6.2 Safety Needs	7
1.6.3 Social Needs	7
1.6.4. Esteem Needs	7
1.6.5 Self – Actualization Needs	8
1.6.6 Job Satisfaction	8
CHAPTER – 02 LITERATURE REVIEW	9
2.1 Introduction	10
2.2 Job Satisfaction	10
2.2.1 Measuring Job Satisfaction	11
2.3 The effort of job Satisfaction on Employe	ee performance 11
2.3.1 Satisfaction productivity	12
2.3.2 Satisfaction Absenteeism	12
2.3.3 Satisfaction and turn – over	13
2.4 Employee's Dissatisfaction	- 13
2.5 Theories relating to job Satisfaction	14
2.5.1 Hierarchy of needs theory	14

2.5.2 Theory X and Theory Y	16
2.5.3 Two factor Theory	17
2.5.4 E.R.G Theory	19
2.5.5. Equity Theory	20
2.5.6 Expectancy Theory	22
2.6 Role of Manager in creativity satisfied employees	24
2.6.1 Mentally challenging work	24
2.6.2 Equitable Rewards	24
2.6.3 Supportive working Condition	24
2.6.4 Supportive colleagues	24
CHAPTER – 03 METHODOLOGY	26
3.1 Methodology	27
3.2 Population of postal department	28
3.3 Sample Selection	29
3.4 Research information	29
3.5 Research Variable	29
3.5.1 Physiological Needs	29
3.5.2 Safety Needs	30
3.5.3 Social Needs	30
3.5.4 Esteem Needs	31
3.5.5 Self Actualization Needs	31
3.6 Data Collection	32
3.6.1 Types of Data used	32
3.7 Evaluation	-32
CHAPTER - 04 DATA ANALYSIS	33
4.0 Data analysis	34
4.1 Physiological Needs	34
4.2 Safety Security Needs	36
4.3 Social Needs	38
4.4 Esteem Needs	40
4.5 Self Actualization Needs	41

CHAPTER – 05 CONCLUSION RECOMMENDATION	45
5.0 Introduction	46
5.1 Conclusion	46
5.2 Recommendation	46
5.2.1 Physiological needs	46
5.2.2 Safety needs	47
5.2.3 Social needs	47
5.2.4 Esteem needs	47
5.2.5 Self actualization needs	48
5.3 Implication	48
Bibliography	49
Appendices 1: Questionnaire - English	
2: Questionnaire- Tamil	