

ABSTRACT

THE KEY FACTORS RELATING TO POSITIVE JOB PERFORMANCE AMONG THE CUSTODIAL STAFF AT CALIFORNIA STATE UNIVERSITY, FRESNO

The purpose of this study was to identify factors relating to positive job performance and loss of efficiency among the custodial staff at California State University, Fresno.

Custodians face a myriad of challenges associated with their working conditions, like the shifts in which they work, varying management styles, and how members of their own organization perceive them. Over time, a perpetual cycle of inefficiency has evolved that is visible in the form of absenteeism, unacceptable quality of work, and an overall decline in morale.

This descriptive study was an attempt to determine if specific factors related to motivation have an effect on performance level. The descriptive questionnaire was used to determine if those factors substantiate the motivational theories included in the research, and to identify any significant trends among the population. The researcher concluded that Maslow's theories on motivation could be applied to the challenges apparent in the university's custodial staff.

Kathryn Ilene Washington
August 2003