

Human Relation, Employee Motivation and Job Performance of Secretarial Staff in State Owned Polytechnics in Ogun State, Nigeria

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Certification

This is to certify that **Maryam Bamidele OLOWOOKERE** with matriculation number **LCU/PG/001369** carried out this study titled “**Human Relation, Employee Motivation and Job Performance of Secretarial Staff in State Owned Polytechnics in Ogun State, Nigeria**” in the department of Information Management, Faculty of Communication and Information Sciences, Lead City University, Ibadan, Oyo State, For the Award of Master Degree (M.Sc.) in Office and Information Management and that this work has not been previously submitted elsewhere.

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Date

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(Head of Department)

Date

Dedication

I wish to dedicate this study to my late father, Mr ADELANI LAMINA OKE for the grace to accomplish this thesis

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Abstract

Job Performance of employees in any organization can be determined by two major factors. These factors are employee motivation and human relations. Absence of human relations and employee motivation among employees of an organization will always lead to low performance level. For this not to be the order of the day, this study deemed it fit to investigate the Influence of Human Relations (HR) and Employee Motivation (EM) on Job Performance (JP) of Secretarial Staff in state-owned polytechnics in Ogun state. Descriptive research design was adopted. Population consists of 140 secretaries in state-owned Polytechnics Ogun state. 140 secretaries served as the sample size for this study. Total enumeration sampling technique was adopted as the sampling technique for this study as well. The Cronbach Alpha reliability coefficient for each of the variable ranged from 0.70 to 0.85. Data collected was analyzed using descriptive and inferential statistics. Findings revealed that HR had no significant influence on JP (Adj. $R^2 = .011$; $F_{1,138} = 2.529$, $p > 0.05$), EM was also found not to significantly influence JP (Adj. $R^2 = .017$; $F_{1,138} = 3.438$, $p > 0.05$). Jointly, HR and EM were found not to significantly influence JP (Adj. $R^2 = .028$, $F_{2,137} = 3.003$, $p < 0.05$). The study concluded that both HR and EM did not relatively and jointly influence JP. The study recommended that management of state owned polytechnics in Ogun state should set up a commensurate payment scheme for secretaries in taking into consideration the nature and scope of work done by secretaries. Management of state- owned polytechnics in Ogun state should also reward and recognize hard working secretaries in their institutions. This would make them to perform better in their jobs.

Key Words: Employee motivation, Human relations, Job performance, Ogun state, Secretaries.

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List of Acronyms

Abbreviations	Meaning
JP	- Job Performance
HR	- Human Relations
JPHRM	- Job Performance, Human Relations and Motivation

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