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TOPIC

**WAEC STAFF PERCEPTIONS OF THEIR WORK ENVIRONMENT
AND JOB SATISFACTION**

ABSTRACT

For an organization to be successful it must continuously ensure the motivation and satisfaction of its employees. This is particularly critical for Organisations like WAEC where excellence is the watch word. This study therefore sought to evaluate the perception of staff on the attractiveness or otherwise of their work environment and their conditions of service in a bid to identifying dissatisfactions that could be remedied to enhance peace at the workplace and facilitate greater staff productivity, contentment and retention. With the use of the survey design and a questionnaire incorporating components of the Job Descriptive Index, 453 staff from the Headquarters and National Office responded to a questionnaire. With the use of tables and charts for presenting the results of the analyses, it came out that the salaries and remuneration given to staff were far below their expectation. Other issues of concern that the study revealed were the perceived poor working environment and the frustrations staff faced in their aspirations for personal development and promotions. Some policies such as those on health and internal loan system were very popular among staff while others such as summary dismissals were perceived to be without a human face. In spite of these, staff were generally proud to be working in WAEC and suggested pragmatic ways of making WAEC more worker friendly thus ensuring staff satisfaction and contentment. A couple of these suggestions include the need to review the remuneration system and ensure adequate provision of working tools and equipment. Recommendations were accordingly made to management on the need to revise the remuneration system with a view to closing the gap between the national and international staff and improve the working environment to ensure job satisfaction and retention.