

MOTIVAREA ANGAJAȚILOR ÎN INDUSTRIA SERVICIILOR PUBLICE DIN ROMÂNIA: CERCETĂRI APLICATIVE

MOTIVATING EMPLOYEES IN THE ROMANIAN PUBLIC SERVICE INDUSTRY: FIELDWORK RESEARCH

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Abstract: Among many critical issues concerning the long overdue Romanian public administration reform, creating an organizational climate that favors higher levels of motivation of public servants should be a top priority. In reflecting this perspective, the article aims at identifying the role the organizational climate plays in supporting higher levels of employees' motivation in public administration institutions. A case study approach was used to identify the organizational factors that influence public servants' motivation in two local public institutions located in the historic Romanian Region of Moldova. In spite of sampling limitations the study clearly shows significant relationships between key organizational climate features and public employees' motivation levels, critically influencing a public administration institution's ability to serve its customers: the citizens.

Keywords: motivational factors, organizational climate, public administration institutions, public servants.