

TÍTULO DA TESE EM INGLÊS: Public Administration Motivation: A case study on Water and Sanitation Municipal Services of Almada.

ABSTRACT

To develop this study, we used an article, the study developed by Bradley Wright in 2007, "Public Service and Motivation: Does Mission Matter?". We used the theoretical model adapted from the Goal Theory and it was developed a case study on the Water and Sanitation municipal services of Almada (SMAS - Serviços Municipalizados de Água e Saneamento de Almada), and a questionnaire applied to all the workers in the institution, we've obtained 380 answers which we analyzed in SPSS and Excel. After the results of Spearman's correlation coefficient, we find that the SMAS worker's motivation was influenced in a moderated and direct way by the Mission Valence (of the institution). Variables like extrinsic rewards, job importance, job difficulty, self-efficacy are a direct and weak influence in work motivation. About job specificity an insignificant value of correlation was obtained and it wasn't considered in the evaluation. After we analyze the obtained results, we can say the mission's organization and goal definition (importance and difficulty) have a positive influence in the SMAS Almada workers' performance

Palavras Chave: Goal Theory; Public Service Motivation (PSM); Mission Valence; Public Administration