

DEVELOPING A MANUAL ON MOTIVATION OF WORKERS FOR EFFECTIVE
SERVICE IN BAPTIST CHURCH, ONITIRI, YABA-LAGOS

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ABSTRACT

This project was conducted to address the problem of workers apathy and ineffectiveness in Baptist Church, Onitiri, Yaba – Lagos. The project was designed to evaluate whether motivation would improve workers' performances and lead more members to volunteer. Moreover, it is intended to provide solutions to such questions as (1) Why is it a struggle for the church to have enough people to do the work of the ministry? (2) What is the reason for recycling of people in the church volunteers? (3) How can the church reduce workers' apathy? (4) How can the church motivate her workers? (5) What are the effects of motivation on church workers? The project was carried out by designing a manual which consist of five lessons on motivation of church volunteers. These lessons were prepared to lead to how to get the best out of workers. Two sets of questionnaires were also designed – the pre-test and post-test questionnaires. The pre-test questionnaires were administered before the teaching of the five lessons to evaluate the impression of church workers concerning the church and its motivational attitude. This was followed by the teaching of the five lessons to the workers of the church and other members of the church and then, the post-test questionnaire which has almost the same content. The result of the pre-test as well as the interactions with workers during the teaching sessions affirmed that majority of the church workers are demotivated. They have not discovered the Biblical joy of service and reward. Furthermore, the church failed to realise the impact motivation played on workers' performances. It was concluded that church worker would give their best if appropriate motivation is given to them. Motivators such: good work environment, job description, training, appreciation, reward etc. Based on the findings of this project, it was recommended that adequate and proper motivation should be given to church volunteer workers. For church workers to be effective, they deserve "well done", "thank you" for the service rendered.

Conclusion

On the basis of the findings of this study, the following conclusions are drawn. It is cleared that when the church does not have adequate knowledge on motivation of workers, it will adversely affect workers attitude to work. This may eventually lead to apathy and non- performance.

Another important point to be noticed in this project is that Bible is full of motivating words that the church can imbibe e.g. "well done" which Jesus said in Matt. 25:21, Paul gave thanks and appreciation to his co-workers. God has put rewards in place for all Christians in heaven. Therefore, the church should know how to appreciate his members for effective service.

The research efforts concluded that, if adequate and timely trainings are given to workers, they would become highly motivated and effective. In the pre-test questionnaire, it was revealed that workers training at all levels was not given much priority. Therefore, for church workers to be effective in performing the tasks the church would give to them, it requires result-oriented trainings to the church workers.

Dedicated and committed volunteers provide the church a contagious spirit of involvement. The church depends seriously on volunteers to carry out her missions

and to fulfil her goals. Therefore, the church should not allow the volunteers to be discouraged and withdraw their services. Consequently, the church needed to encourage and affirm volunteers. The leadership of the church should take a personal interest in their persons and in the services they render, care for them and make appropriate recognition of their contributions to the accomplishment of the goals and missions of the church. The church should develop an appropriate and regular motivational policy for church workers.

Furthermore, another conclusion drawn from the project was that church workers would be effective if workers are provided with correct, adequate, communicable, and spirit-filled written job descriptions. Because, church workers, where they are not sure of what a job description is and have never seen any, will not be expected to be effective in their assignments.

Another inference that could be drawn from the research was that the church nominating committee has a significance role to play in recruiting, enlisting and training of workers. The implementation of the manual and findings discovered that nominating committee is one of the most determinants of getting the best out of volunteers if they are able to do their job properly and the church accorded them the rightful recognition.

It also concluded that adequate motivation of workers would ginger them to contribute their utmost to the growth of the church. If they are not rewarded, they will relent in their performances. Reward promotes workers commitment to increased performance and thereby enhances church productivity and sustainability. Workers should be put where they are fit. Those who are not fit to work in certain departments and committees and they are put there, there will be lowered performances, the church

will suffer for it. Well motivated workers will be encouraged to put in their best at all times. Motivation encourages high productivity and church growth.

Finally, it can be concluded that the objectives and purposes of this project have been achieved. Through the teachings and the implementation of the project manual, the church and workers became more aware of what motivation of worker is and what its true and right practice entail. They were able to see the relevance as well as importance of motivation to the growth of the church. In addition, motivation of workers will make them to have zeal and joy to work more, increase growth and achievement of visions and goals of the church, workers will have optimistic view of life. Workers derive satisfaction and fulfilment as they are motivated and the younger generation will aspire for such recognition and therefore, will be encouraged to serve.

Recommendations

Considering all the findings through the related literature review, data analysis and discussions of findings, the following recommendations are hereby presented:

1. The church should have good orientation programme and proper handing-over for every worker.
2. There should be at least a quarterly training for workers. It could be inform of retreats, seminars and workshops.
3. Adequate job descriptions should be put in place for all committees and departments followed up with timely evaluation of performances. For examples, in (Acts 6:3-6) special duties were assigned to these workers and this has continues throughout the history of the church.

4. The pastor as the spiritual head should intensify his training, teaching and preaching on motivation of workers in order to reduce ineffectiveness.
5. Duration of service: Whatever the task, there should be a definite start and end date – whether it is a project that will only last a few weeks or a term of a year or years. Workers should not be asked to serve in “perpetuity.” Every worker must know when his/her year(s) of service will end.
6. Recognition: It is important to acknowledge workers – both from a retention and a recruitment perspective. Thanking volunteers for their dedicated work is necessary to ensure that the team remains vibrant-and continues to grow. They can be recognized in a variety of ways, many of which are absolutely free and very effective (appendix C, study four). The church should just make sure, workers are recognized.
7. Appreciation service: The church should put in a place a committee that will set up a date in a particular year. Probably, at the end of the year to appreciate, reward and acknowledge all the volunteer workers of the church in a gathering that is open to all members. It could also be a worship service. This will positively affect the morale of the recipients and encourages others to release themselves to church ministries.
8. The church should put in place a policy that will take care of the feelings of the workers and not their works alone.
9. Complete, intensive and sound Bible study is highly recommended. No church can grow and reach the standard set by Jesus Christ, without adequate teaching of the Word of God. Spiritual maturity is key to effective service Pastor; here has a serious role to play to achieve this.

