

The contribution of performance management systems on employee performance in urban councils: A case of Entebbe Municipal Council

by

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Introduction

The study was about the Contribution of Performance Management Systems on employee performance in Entebbe Municipal Council. This topic was important because the performance of organisations whether profit-making or non-profit making, in the delivery of products or services, is tied to the performance of its employees. Since Entebbe Municipal Council is a public organisation that exists to serve citizens residing in and depending on Entebbe, its employee performance management systems needed to be evaluated.

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Study objectives

The study was based on the following objectives:

1. to examine the relationship between training and employee performance at Entebbe Municipal Council,
2. to establish the relationship between reward systems and employee performance at Entebbe Municipal Council, and
3. to find out the relationship between communication and employee performance at Entebbe Municipal Council.

Methodology

The study employed the survey research design and used both the qualitative and quantitative approaches. A sample of 60 respondents was contacted who availed data for the study using a combination of simple random and purposive sampling techniques. Questionnaires and an interview guide were used to collect data. Descriptive statistical techniques were used to present and analyze data namely; frequency, mean, percentage, and standard deviation. Inferential statistics were also used to test for the relationship between variables.

Key findings

The study found that by training its employees, Entebbe Municipal Council helped them to become more



productive and efficient. The study found a strong positive relationship between training and employee performance.

The study also found a moderate positive relationship between the reward system at Entebbe Municipal Council and employee performance. In other words, employee performance was higher among better-rewarded employees than those who were poorly rewarded.

The study also found that when communication at the Municipal Council was well coordinated and implemented, employee performance significantly improved and vice versa


Key recommendations

The study recommended as follows:

There is a need for the management at Entebbe Municipal Council to put in place mechanisms to ensure that training of employees is continuous and well elaborated for employees to gain the skills needed for in providing quality services to the Council's clients.

Entebbe Municipal Council should enhance rewards to its employees to improve productivity levels. For every opportunity possible, the management of the Council should formally recognize good employee efforts towards enhanced performance.

Effective communication should be used by the management of Entebbe Municipal Council to avail



information about the goals, objectives, and activities of the Council. There should be effective performance feedback that translates into improved employee performance.

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