



Performance management practices and employee performance in financial institutions in Uganda: A case study of ABSA bank, Kitoro branch—Entebbe

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Introduction


The study examined *the* role of performance management practices in employee performance of financial institutions in Uganda. It focused on a case study of ABSA Bank, Kitoro Branch.

Study objectives

The study was guided by three objectives:

1. to examine how performance appraisal influenced employee competence at ABSA, Kitoro Branch,
2. to examine how reward systems influenced employee creativity at ABSA, Kitoro Branch,

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3. to examine how performance feedback influenced the attitudes of employees at ABSA, Kitoro Branch.

Methodology

The study adopted a positivism approach, phenomenological approach, and combination approach. The study population was 85 and a sample size of 70 respondents with a 100% response rate.

Key findings

The results of the study indicated that the Adjusted R square was .610 which is an indication that 61.0% of the changes that occurred in employee performance were due to changes in performance management practices. The test also revealed that ABSA bank's performance management practices had a positive relationship with employee performance.

Key recommendations

The study suggested that the reward system should be varied to encourage the staff to be creative to meet the organization's goals. It was also suggested that performance reviews should be focused on the contributions of the individual employees to meet the organizational goals

Key references

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