

# **The Influence Of Training On Employee Performance In Public Service: A Case Study Of Entebbe And Kajjansi Magistrate Courts**

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## **Introduction**

The study interrogated the influence of training on employee performance in the public sector in Uganda. It focused on Entebbe and Kajjansi magistrate courts.

## **Study Objectives**

The study was guided by objectives including;

1. to identify the training needs of employees at Entebbe and Kajjansi Magistrates Courts,
2. to find out the effectiveness of the training programme on employee performance at Entebbe and Kajjansi Magistrates Courts, and
3. to examine the relationship between training and employee performance at Entebbe and Kajjansi Magistrate courts.

## **Methodology**

The study targeted officials from the ministry of public

service, and the judicial officers and support staff of Entebbe and Kajjansi Magistrate courts. The study employed a cross-sectional descriptive survey design where both qualitative and quantitative approaches of research were used. 84 respondents were selected to participate using both purposive and stratified sampling techniques. The qualitative and quantitative data were analyzed using thematic and content analysis while quantitative data were analyzed by the Statistic Package for Social Sciences (SPSS, version 21). The study results were interpreted by the use of descriptive and inferential statistics where percentages, mean standard deviation, and Pearson correlation coefficients were used.

### **Key findings**

The findings revealed that training in communication skills, data management, case management, and public relations was needed for the staff at Entebbe and Kajjansi Magistrates Courts since training in the said areas was found to have a strong correlation and statistical significance than the training that they were receiving.

Results on strategies indicated that the majority of the respondents agreed with them and argued that if they are practically put into practice, that staff performance would automatically improve.

The study discovered that the Courts ensured that employees operated in clean and organized offices and that the compound and necessary items were in place. It also found that the Courts granted flex hours, that there was general camaraderie, which was an indication that staff members were willing to work unreservedly. It was further found that the Courts obtained support financially, morally, technically, technologically.

### **Key recommendations**

The study recommended that there is a need for the Ministry of Public service to ensure that all employees undergo sufficient induction after being appointed to equip them with the necessary skills and knowledge. It also recommended a need to ensure effective communication between managers and employees as a tool for effective performance and the enhancement of a non-monetary incentive system to encourage better employee performance.

### **Key references**

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