



Performance management and employee performance in Uganda's public service: a case study of the Uganda Communications Commission

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Introduction


The study examined the effect of performance management has on employee performance in public service in Uganda and focused on the Uganda Communications Commission (UCC) under the Ministry of Information and Communication Technology.

Objectives of the study

This study was guided by the following objectives:

1. to examine the effect of performance planning on the general service delivery at the UCC.
2. to establish the effect of performance evaluation on capacity development at the UCC

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3. to assess the influence of performance management feedback on service efficiency and effectiveness at the UCC.


Methodology

The research approach used for this study was the phenomenological approach. Interviews were conducted with a group of individuals who had first-hand knowledge of an event, situation, or experience. The study applied a case study design and used both qualitative and quantitative approaches. Primary data was obtained directly from the target sample respondents.

Study findings

The results indicated that performance planning accounted for about 79.8% of the variation in service delivery.

The results indicated that there was a strong positive relationship between performance evaluation and capacity development and that performance evaluation accounted for about 79.6% of the variation in customer satisfaction. The regression model indicated that a unit increase in performance evaluation would lead to improvement of capacity development by a factor of 1.914. This implies that improvement in capacity development will significantly contribute to improvement in capacity development.



The findings indicated that there was a significant positive relationship between performance feedback and efficiency and effectiveness and that performance feedback explained about 90.5% of the variation in the reverse progressive decline in public service efficiency and effectiveness. The regression model indicated that a unit increase in performance feedback would lead to an improvement in efficiency and effectiveness by a factor of 2.411.

Key recommendations

The study recommended that assistance should be provided by supervisors so that realistic planning is undertaken, so too, that performance review is done from time to time.

There should be greater clarity of job descriptions to enhance the effectiveness of performance.