



**NON-FINANCIAL REWARDS AND EMPLOYEE PERFORMANCE IN LOWER
LOCAL GOVERNMENTS: A CASE OF NAGONGERA SUB-COUNTY, TORORO
DISTRICT**

BY

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**A RESEARCH REPORT SUBMITTED TO THE FACULTY OF MANAGEMENT
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DECLARATION

DECLARATION

I **ABBO JOY HILIDA, REG.NO.BU/UP/2021/0991** hereby declare that this research report is my original work and has never been submitted to this University or any other institution of higher learning for any academic award.

ABBO JOY HILIDA

Signature.......... Date.. 29th / 08 / 2021..

APPROVAL

APPROVAL

The research report was compiled and submitted to Busitema University for examination as a partial fulfillment of Bachelors of Public Administration and Management under the supervision and the approval as academic supervisor.

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LIST OF ACRONYMS

LLG	Lower Local Government
MoLG	Ministry of Local Government
MoPS	Ministry of Public Service
NLGCBP	National Local Government Capacity Building Policy
SPSS	Scientific Package for Social Scientist

ABSTRACT

The study examined the effects of Non-Financial Rewards on employee performance in local governments particularly in Nagongera Sub-County in Tororo district and it is based on three objectives; to examine the effect of employee recognition on performance; to examine the effect of job autonomy on the employee performance and to examine the effect of career development on the employee performance. The study adopted cross-sectional research design and quantitative approach to test the relationship and predictive power of the independent variable on dependent variable. Data was collected from a target population of 35 respondents with sample size of 32 in Nagongera Sub County, Tororo District, using purposive technique and simple random sampling. Data was collected using close ended questionnaire which were entered in SPSS and analyzed using descriptive statistic that is frequency and correlation and regression results were obtained. The results of the study revealed that employee recognition has a positive effect on employee performance, job autonomy has a positive effect on employee performance and career development has a positive effect on employee performance. The researcher concluded that improvement on employee performance depends on employee recognition, job autonomy and career development. Therefore lower local governments should always provide these non-financial rewards to improve on employee performance.

CHAPTER ONE

INTRODUCTION

1.0 Introduction

This chapter highlights the background of the study, statement of the problem, purpose of the study, research objectives, research question, and scope of the study, significance of the study, conceptual framework, and definition of key terms.

1.1 Background of the Study

Employee performance is defined as effectiveness and efficiency of employees' daily task to meet the expectations of the organization (Bataineh 2017). According to (Silitaya&Sadeli 2020), employee performance is frequently interpreted as a representative of the organization's performance and has direct impact on the organizations image. Performance of employee is measured by the quality of work, time taken to accomplish a given task/activity, the quantity of work done in a given timeframe, timely execution of activities (Mangkunegara & Octorend, 2015; Thembo, 2020).

Globally, employee performance in lower local governments is considered inadequate (Nama et al., 2022). In Malaysia the lower local government is among the public organizations that have been severely criticized by the Malaysian public for its lack of efficiency, poor quality services. (Abrari, 2022). In India, Suman, 2018 reported that there was labor relations deterioration, and one of the causes of this poor performance was indiscipline between employee. In sub-Saharan Africa, Nigeria is evidenced to have been incapacitated to function efficiently over years, local government personnel are often perceived as inefficient, inexperienced, unqualified in performing their duties due to the process of recruitment, training and promotion which is not in line with merit, staff development and sound personnel management practices (Mehrez, 2020). In South Africa 45% of employee in the local governments are performing poorly. (RWD & Zendo, 2017). In East Africa, Tanzania local governments have been criticized for poor performance and effective social service delivery because poor motivation of their employees (Mnasi et al., 2022). In Kenya, employee performance has been a subject of ongoing concern, local government employees have been met with multiple allegations, claims and, poor service quality, delays in implementation of activities (Mworia et al., 2021). In Uganda, the performance of employees in the local governments is still lagging (Turyasasirwa et al., 2023), despite the interventions put by the government to enhance performance of local government employees, for instance the government of Uganda has

Secondly, the researcher also recommends a qualitative study to be conducted in order establish deeper insight into the relationship between non-financial rewards and employee performance in lower local governments. This will capture the changing attitudes within the target population and helps in providing detailed description of participants' feelings and opinions.

A wide scope should be chosen to test the relationship between the variables in this study since the study was concentrated in only lower local governments. This can be done by carrying out research on all the tiers of local governments in order to solve the problem of poor employee performance.

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