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Management Systems and the Growth of Law Firms: A Case Study of Law Firms in Mbale Municipality

The study focused on the effects of management systems on the growth of law firms in Mbale municipality. The study was guided by three objectives which interalia included; finding out the cliental effects on the growth of law firms, to establish the effects of the environment on the growth of law firms and, to examine leadership effects on the growth of law firms. The research design was cross sectional in nature. The target populations in this study were law firm partners, law firm associates, and long-term clients accessing legal services. Lottery simple random procedure was used to select 180 clients, 20 from each of the nine law firms in Mbale Municipality. Selection of the law firm Partners and Associates was based on purposive and convenient sampling techniques. Two basic instruments were used to collect data and these included; interview schedules that were administered to law partners and self-administered questionnaires that were responded to by the Associates and law firm clients. The study found out that clients are not periodically updated about the changing legal trends in the globe, clients with diminishing legal business do not pay for the legal services, and the lawyer-client relationship is not well maintained. Law firm partners and associates lack the necessary expertise to handle complex legal matters. It was discovered that political temperatures, fluctuating market prices and the infiltration of legal practice by none lawyers is a thorn to the growth of law firms. It was discovered that law firms luck vision, mission and objective and that management systems have not been put in place; causing challenges of resource mobilisation, human resource motivation and luck of job description of associates The study concludes that law firms in Mbale Municipality are facing increasing competition, and shrinking demand for legal services as a result of environmental factors, fluctuating market prices, and availability of service substitutes. The electronic marketing of professional legal services is hitting them hard. Without electronic brain power, strategic planning, resource mobilisation skills, and human resource management, it has become a huddle for the law firm partners to attract and retain clients and talented lawyers. The study recommends that Law firm partners need to acquire technical skills on cliental retainer, strategic planning, resource mobilisation, and human resource management that would empower them to redefine the vision, mission, write critical goals, come up with action plans, develop monitoring and evaluation tools so as to make law firm programmes more achievable.

Key words: System, Management, Firm