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**The Effect of a Performance Management System on Service Delivery in Public Service in Uganda: A Case Study of Ministry of Public Service.**

The study examined the effect of a performance management system on service delivery in the public service using a case study of the Ministry of Public Service. The objectives were: to establish the relationship between performance planning and service delivery; to establish the influence of performance monitoring on service delivery and to establish the relationship of performance rewards and service delivery. The study used a cross sectional survey design with both qualitative and quantitative approaches. The study population was 230 while the sample size was 144, a total of 142 responded to both the questionnaires and interviews. In data analysis, frequencies, percentages and mean, correlations and regressions were used to show the magnitude of effect the independent variables have on the dependent variable. The study was underpinned by goal theory and expectancy theory. The findings revealed that there is a statistically moderate positive significant relationship [ $r = 0.350, p < 0.01$ ] between performance planning and service delivery in the public service, there is a statistically weak positive significant relationship [ $r = 0.222, p < 0.01$ ] between monitoring and service delivery in the public service and there is a statistically moderate positive significant relationship [ $r = 0.345, p < 0.01$ ] between rewarding and service delivery in the public service. Regression analysis of the 3 dimensions of performance management system on service delivery showed that planning and rewarding were major predictors of service delivery and monitoring as a minor predictor of service delivery. The study concluded that a performance management system has a statistically moderate significant contribution to service delivery. The study recommended that Ministry of Public Service management should incorporate identification of staff development opportunities in the performance planning phase so as to improve service delivery. It also recommended that Ministry of Public Service should establish an immediate and useful feedback mechanism after performance is assessed. Lastly, it recommended that Ministry of Public Service should base job promotions on excellent performance in order to motivate staff to deliver better services to the public.

**Key Words: Performance Management System, Service Delivery, Public Service, Ministry of Public Service**