

**STAFF APPRAISAL AND PERFORMANCE IN URBAN COUNCILS IN APAC
DISTRICT LOCAL GOVERNMENT UGANDA**

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ABSTRACT

The study established the relationship between staff appraisal and performance in Apac district local government. Three specific objectives guided this study and these were i) to examine the effect of behavioral appraisal on performance in urban councils in Apac district local government; ii) to assess the effect of human relations appraisal on performance in urban councils in Apac district local government; (iii) to determine the effect of customer care appraisal on performance in urban councils of Apac district Local Government. Poor performance is a frequent phenomenon among public workers in Apac district local government, this problem has been caused by poor staff appraisal, high rate of corruption among workers and poor planning by Apac district local government authority leaders. This research employed descriptive research design to describe the variables. The study used a population of 265 and a sample size of 159. Questionnaires and interview guide were used for reaching respondents who were randomly selected to be part of the study and the data collected was organized and analyzed to generate information which came from the research. The findings revealed the following: behavioral appraisal significantly affects the performance of urban councils in Apac district local government Uganda, this effect therefore implies that behavioral appraisal highly contributes to the performance of urban councils in Apac district local government Uganda. The findings revealed that there is a significant effect human relations appraisal has on performance of urban councils in Apac district local government Uganda. Furthermore the findings of this study proved a positive significant effect customer care appraisal has on performance of urban councils in Apac district local government Uganda. Still the conclusions were that; there is a positive significant effect behavioral appraisal has on performance of urban councils in Apac district local government Uganda, effective human relations appraisal significantly improve the performance of urban councils in Apac district local government Uganda, customer care appraisal highly affects the performance of urban councils in Apac district local government Uganda. The researcher recommended that; the board of Apac district local government should put in place a set of organizational culture to be followed by all workers as a way of behavior apprising, Apac district local government members should give an opportunity to the workers to always have "a say." during decision making, this can be done by allowing them to contribute during council meetings, and finally the workers in Apac district local government to always set a timeframe and deadline for their most important projects, hence improving performance. Contribution to knowledge; the major forms of staff appraisals used in evaluating performance in urban councils in Apac district local government include; behavioral appraisal, human relations appraisal and customer care appraisal.