

ABSTRACT

In this study, the researcher studied the role played by staff training in enhancing organizational effectiveness of Rwanda Revenue Authority. This study was guided by the following objectives: To determine the profile of respondents, To determine the level of training of RRA employees, To determine the level of organizational effectiveness of RRA and To establish if there is a significant relationship between staff training and organizational effectiveness. The study population was 1000 of which 286 were selected as a sample by using Slovin's formula and the sampling procedure was purposive or judgmental. Two halves of 143 respondents from the sample were selected from the two departments of RRA (Customs and Domestic Taxes departments) to participate in the study by use of a questionnaire. Data was analyzed using both descriptive statistics in form of percentages and means, whereas inferential statistics in form of correlations were also used and interpretations and conclusions were made. The respondents constituted 66.1% of males and 33.9% of females who fell in the (18-51+) age brackets. The findings of the study show that the level of Training for both on-the-job and off-the-job is very high among RRA employees (Average mean=3.76), study findings also reveal that the level of Organizational effectiveness in RRA is very high (Average Mean=3.53) and there is a strong positive correlation between staff training and organizational effectiveness, that is; positive r-values; 0.768, 0.871, 0.758 and 0.767 for the variables correlated, i.e; organizational effectiveness and onthe- job training, organizational effectiveness and off-the-job training, organizational effectiveness and coaching and organizational effectiveness and mentoring respectively), on which we based to reject the Null hypothesis that states that there is no significant relationship between staff training and organizational effectiveness. Based on the findings of the study, the researcher recommends that: There should be mandatory, continuous and diversified training courses for all RRA staff in form of workshops, conferences and seminars, employee retention strategies should be promoted so as not to lose competent employees, formulation of a development program that is tailored specifically to employees' career training needs and decentralization of goal setting from the organizational to employee level.