

TOTAL QUALITY MANAGEMENT AND EMPLOYEE PERFORMANCE IN
MUNYONYO COMMON WEALTH AND SPEKE RESORT
KAMPALA, UGANDA



By.

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ABSTRACT

The study intended to establish the relationship between total quality management and employees performance in Munyonyo Commonwealth and Speke Resort Kampala, Uganda". The specific objectives of the study were: (1) to determine the demographic characteristics of respondents in terms of gender, age, educational level and years of experience in their present position; (2) to determine the extent of total quality management in Speke Resort Munyonyo; (3) to determine the level of employees' performance in Speke Resort Munyonyo and (4) to determine whether there is a significant relationship between total quality management and employee performance in Speke Resort Munyonyo, Kampala Uganda. In trying to achieve these objectives, the researcher employed the descriptive comparative and Co relational design where (1) the study of the population was 1000 employees working at Munyonyo resort. (2) The minimum sample of the study was 286 employees. (3) The purposed model and hypothesis were tested by using data collection. (4) The researcher employed two sampling techniques in the research which included sample random and purposive sampling. (5) The questionnaire was developed as research instruments for both variables. The researcher has found out that the level of Total Quality Management is high (mean = 3.057), the level of employee performance is very high (mean = 3.315) and that there is a positive relationship between Total Quality Management and Employee Performance in Munyonyo Commonwealth Resort and Speke Resort Kampala, Uganda ($r = 0.379$). This lead to the rejection of the hypothesis. In the line with the findings of the study, the researcher recommends that: more research should be done to find out the other factors that affect employee performance in Speke resort Munyonyo and other resort and hotels in general in Uganda, especially in the field of communication effectiveness, customer relationships, employee satisfaction, customer frustration and employees competences. Also there is a need for inclusion of employees in selected decision making and problem solving as a way of increasing the morale of employees and instills a feeling that they are a part of organization in Speke resort Munyonyo, since there is a positive relationship between total quality management and employee performance in Speke resort Munyonyo, there is need to further enhance and strengthen total quality management in order to increase employee productivity.