

**WORK ENVIRONMENT AND EMPLOYEE PERFORMANCE: A STUDY OF
TANZANIA WILDLIFE PROTECTION FUND**

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ABSTRACT

The purpose of this study was to establish the effect of work environment on employees' performance in Tanzania Wildlife Protection Fund. The problem of study was poor employee performance. The following objectives guided the study: i) to determine the effect of supervisor support on employee performance in Tanzania Wildlife Protection Fund; ii) to establish the effect of performance feedback on employee performance in Tanzania Wildlife Protection Fund; and iii) to determine the effect of work incentives on employees' performance in Tanzania Wildlife Protection Fund. The study adopted a descriptive survey design using questionnaires as the main research instrument. The targeted sample size was 168 respondents, however, 141 were able to participate in the study. Data was analysed using frequency and percentage tables; mean and standard deviations; and regression analysis. The study found that supervisor support significantly affects employee performance in Tanzania Wildlife Protection Fund. Furthermore, the study found that performance feedback significantly affects employee performance in Tanzania Wildlife Protection Fund. Similarly, the study found that work incentive significantly affects employee performance in Tanzania Wildlife Protection Fund. The study concluded that work environment affects the level of employee performance, implying that better supervisor support, improvement in the provision of performance feedback and work incentive, significantly causes an improvement in employee performance. The study made the following recommendations: training of supervisors on proper management and leadership skills; designing a performance feedback that provides daily results; and designing good employee incentives schemes to include a mix of both financial and non-financial incentives. The new knowledge added is that work environment dimensions (i.e. supervisor support, performance feedback, and work incentives) significantly affect employee performance in the service sector.