COMMUNICATION AND ORGANIZATIONAL PRODUCTIVITY: A CASE STUDY OF KYADONDO SUB-COUNTY IN WAKISO DISTRICT CENTRAL UGANDA

BY

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A RESEARCH REPORT SUBMITTED TO THE SCHOOL OF BUSINESS AND MANAGEMENT IN THE PARTIAL FULFILLMENT OF THE REQUIREMENTS FOR THE AWARD OF BACHELORS DEGREE OF HUMAN RESOURCE MANAGEMENT OF KAMPALA INTERNATIONAL UNIVERSITY

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DECLARATION

I Kato Hassan hereby declare that this work is my original work and is from my own findings and has never been produced by anybody else for the same award in the institution of Kampala International University.

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APPROVAL

I affirm that the approval has been given for this research to be submitted to school of Business and Management as a requirement for the partial fulfillment for the award of a Bachelor's Degree in Human Resource Management of Kampala International University.

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DEDICATION

I dedicate this research in full gratitude to my mother Mrs. Esther Kawuuki and father Mr. Abdu Kawuuki for what you have done for me both materially and spiritually and for believing in me despite everything. In all humility this dedication is my humble recognition of your importance to me and my destiny.

ACKNOWLEDGEMENT

First and foremost, praises and thanks be to the almighty God for giving me a sound and mind plus energy throughout this research.

I am highly indebted and thankful to my dedicated and committed supervisor Mr. Wandiba Augustine for his intellectual and academic guidance that has supervisory skills have been widely fruitful to me in as far as this research is concerned.

I also wish to extend my sincere gratitude to the head of Department for their words of encouragement as far as this research is concerned.

My appreciation goes also to all my lecturers. Mr. Mwesigye Jimmy, Mr. Muganga Chris, Mrs. Katuubu Sarah, Madam Nakate Sylvia, Mrs. Busingye Susan among others for their wonderful work and contribution towards my success.

My thanks also go to my close friends and relatives Brother Lukwago Hamuza, sister, Namuli Hasifa, friends; Kigundu Nasibu, Twinamasiko Julius, for their encouragement and financial support towards this research.

ABSTRACT

The study was communication and organizational productivity of Kyadondo sub-country in Wakiso District central Uganda, the problem of the study was to have effective and proper communication on organizational productivity of Kyadondo sub-county in Wakiso District central Uganda.

The purpose of the study was to establish the relationship between communication and organizations productivity in Kyadondo sub-county in Wakiso district central Uganda.

The objective of the study were; to establish forms of communication in Kyadondo sub-county Wakiso district, to identify the barriers to effective communication in Kyadondo sub-county Wakiso district, to establish different methods of measuring productivity of employees in Kyadondo sub-county Wakiso district central Uganda.

The research used both qualitative and quantitative research designs.
The findings of the study indicated the following; The forms of communication used in Kyadondo sub-county are; meetings, publication campaign, notices, group discussion, business letter, announcements, agenda, feedback, policy and journal; the barriers of effective communication in Kyadondo sub-county are; preconceived idea, denial of contrary information, semantics, motivation and interest, creditability of the source, poor communication, organizational climate; the methods of measuring productivity in Kyadondo sub-county are multi factor productivity, motion study, time study work sampling, efficiency of technology + illiteracy of labour + capital effectiveness of management.

In conclusion in Kyadondo sub-county in Wakiso district central Uganda, communication is done through various forms of communication such as meetings, publication, campaign, notices, group discussion, business letter,

announcements, agenda, feedback, policy and journal; the barriers of effective communication on organizational productivity are preconceived idea, denial of country information, semantics, motivation and interest, creditability of the source, poor communication, organizational climate and complexity of channel and the methods of measuring productivity in Kyadondo sub-county in Wakiso district are; multi factor, motion study, time study, work sampling, efficiency of technology among others.

The recommendations of the study;

Kyadondo sub-county in Wakiso district should ensure proper and effective communication on organizations productivity through use of effective forms of communication such as meetings, publication, campaign, notices, group discussion, business letter, announcements, agenda feedback, policy and journal in order to avoid the barriers that might affect productivity.

Kyadondo Sub-County should ensure open system of communication between the work force and management to avoid the barriers that might affect productivity.

Kyadondo Sub-County should ensure delegation of responsibilities to employees in an organization. this will enable work force to freely communicate with there mangers hence high productivity.

Kyadondo Sub-County should ensure clear observation on the barriers of communication by management hence straightening communication channels to improve productivity.

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CHAPTER ONE

1.0 Introduction

This chapter presents and describes a background of the study, statement of the research problem, the purpose of the study, research objectives, research questions and the scope of the study and the significance of the study.

1.1 Background of the Study

Until now, your probably been thinking about the communication you do personally. But business communicators must also be concerned with the bigger picture and that involves sharing information in organizations. Creating and exchanging knowledge are critical to fostering innovation. The key challenge in today's knowledge economy on the job you will be exchanging information by communicating internally and externally. (Marry Ellen 2000).

One of the basic skills to great success is great communication. Learn the busy secrets to understanding the people around you. Most experts agree that good communication start with understanding if we don't develop skills that will help us better understand people, then we wont be able to become better teachers, coaches, parents among others. If we learn to be more effective in our communication every think around us will change for the better (Steven Brummet).

Virtually every one communicates at work no matter the field, and no matter how much you know about your job. Specialized knowledge alone inst enough to guarantee success; communication skills are also vital because it helps in working in teams, teaching others, listening conducting meetings among others.

The term communication refers to the process by which information is exchanged and understood by two or more people. Usually with the intent to motivate or influence behavior, Communicator is not first sending information this chlorination between haring and practicing is actual for a successful management (Daft 2000).

According to W. Rue, L. Byars defines communication; is the process by which the information is transferred from one source to another source and is made meaningful to the involved sources.

Communication refers to the process that involves the transmission of information from one party to another through the use of stared symbols. The information may take the form of facts, objective information or feelings (Gomez Meija, B. Balkin 2002).

According to the F. Stoner Freeman defines communication as the process by which people attempt to share meaning through the transmission of symbolic messages.

Communication refers to the process that consists of a sender transmitting a message media to the receiver who responds.

According to Mescow, eta al, (1981), defines communication as the exchange of information and meaning between two or more people.
Communication is the process by which a person, group or organization transmits some type of information to another person, group, organization (Jerald Greenberg 1999).

According to Keith Davis et al (1997) defines communication as the transfer of information from one person to another person. It is the way of reaching other by transmitting ideas, facts through, feeling and values.

Communication refers to the process by which information is transmitted and understood between two or more people (L. Mcshane et al 2003).

Productivity refers to a measure of how much values individual's employees add to the good or service that the organization produces (LuisR. Gomez Mejia eta al 2000).

According to John M. Ivancevich (2001) defines productivity as the out put of goods, and services per unit of input of resources used in a production process.

Communication is the process by which every thing between and among people happens in the organization such as motivation, leadership (J. Durbrin 1984).

World wide communication in most organizations is good because the transmission of information is good because it shows or expresses ideas, opinions, thoughts and feelings with much clarify and confidence. Hence understanding of the message being communicated while other organizations fail to communicate well hence leading to misinterpretation of the message being communicated which results to conflicts, poor motivation among others.

In Kyadondo sub-county, to a greater extent, communication is good however to a smaller extent; there is difficulties in transmitting and understanding hence poor communication which leads to conflicts, poor motivation among others.

Well as most organizations world wide are communicating with their employees well, there are still some difficulties in communication hence poor communication including Kyadondo sub-county Wakiso District.

1.2 Statement of the Problem

Organizational productivity helps the organization to achieve a competitive advantage and its mission. Poor communication is affecting organizational productivity and this is seen through consent clients complaints, poor employee, employer relations etc which leads to losing of clients, bad image of organization in public, financial loss among others, this can be solved through isolating the factors that led to poor communication such as poor communication channels, lack of trust among others, this study is interested in investigating the extent to which communication leads to productivity. Therefore this study is meant to establish ways on how the organizations can communicate well to the employees to improve the productivity of employees. (Marry Ellen Geoffey 2000).

1.3 Purpose of the Study

The purpose of the study is to establish the relationship between communication and productivity in Kyadondo sub-county Wakiso district.

1.4 Research Objectives

The following will be the objectives under, which the research will be carried out.

i) To establish forms of communication in Kyadondo Sub-county Wakiso district.

ii) To identify the barriers to effective communication in Kyadondo Sub-county Wakiso district

iii) To establish different methods of measuring productivity of employees in Kyadondo Sub-county Wakiso district.

1.5 Research Questions

i) What are the forms of communication in Kyadondo Sub-county Wakiso district?

ii) What are the barriers to effective communication in Kyadondo Sub-county Wakiso district?

iii) What are the different methods of measuring productivity of employees in Kyadondo Sub-county Wakiso district?

1.6 Scope of the Study

1.6.1 Geographical Scope

The study will be carried out in Kyadondo Sub-county Wakiso district.

1.6.2 Content Scope

The research will zero on communication and productivity.

1.7. Significance of the Study

The study will be useful in the following ways;

- Help human resource managers of different organizations but not Kyadondo Sub-county alone to address the importance of communication in their organizations
- Help various individuals to identify the barriers to effective communication
- It will be used by other individuals for reference purposes.
- Help the researcher to his academic qualification because research content is his or her performance.

CHAPTER TWO
LITERATURE REVIEW

2.0 Introduction

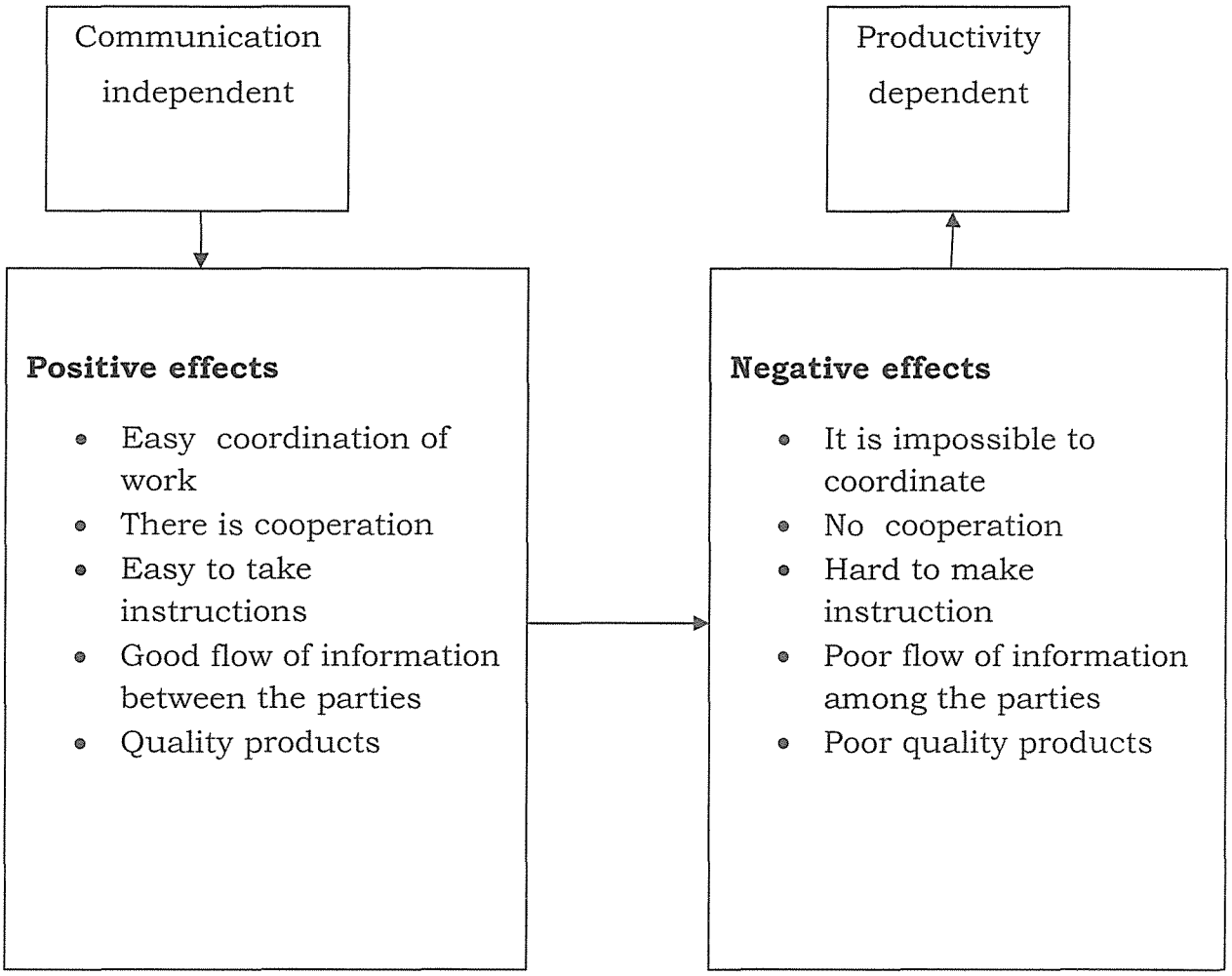
This chapter is all about relating literature of other scholars and researchers views and ideas. It is all about theoretical framework of the study and conceptual framework of the study, where literature will be got mainly from secondary sources of data collection.

2.1 Theoretical framework

This study will be guided by the communication theory which as one universal low posted by S.F posited by S.F Scudder (1980). It states that "All Living entities beings and creatures communicate" that is through movements, sounds, reactions, physical changes, gestures, language, breath etc. Communication is a mean of survival. For example crying of child, blowing of a leaf, cry of an animal every living thing communicates in the quest for survival. (Little John. S.W 2008).

In relation to this study, the communication theory states that all living entities, beings and creatures communicate that through movement, gestures among others therefore managers should communicate well with their employees or subordinates in order to improve productivity.

2.2 Conceptual framework



Source: Keith Davis (1981)

The conceptual framework shows the relationship between the independent and the dependent variable.

The independent variable is communication while the dependent variable is productivity which is a result of good communication.

Communicating well to employees has an effect on the productivity in an organization.

2.3 Related Literature

This will involve reviewing related literature objective by objective.

2.3.1 Forms of communication

Meetings: This is the gathering of two or more people that has been convened for the purpose of achieving a common goal through verbal interactions such as sharing information or reaching agreements. Meetings may occur face to face or virtually as mediated by communication technology such as a telephone conference call, a video conference among others. For example, heads of department meting, Board of director meeting among others. (Mukta Galkward 2010).

Publication; This is the communication something to the public. By making information generally known to the public for example publishing of magazines, news papers, books among others. (Mukta Galkward 2010).

Campaign; This is a series of coordinated activities such as public specking and demonstrating designed to achieve a social, political or commercial goal for example presidential campaign an advertising campaign. (Mukta Galkward 2010).

Notices; this is communication or notification of the termination at a specified time of an agreement as far as renting or employment given by pone of the parties to the agreements for example when the sales manager gives notice and goes for lunch. (Mukta Galkward 2010).

Group discussion; this is the informal and voluntary gathering of individuals in meetings, seminars, conference among others and discuss hence reaching an agreement. (Mukta Galkward 2010).

Business letter; This is a letter written in formal language usually used when writing from one business organization to another or for

correspondence between such organizations and their customers, clients and other external parties. (Mukta Galkward 2010).

Announcements; this is a public or formal notice announcing something like appealing in new papers. It's usually a short message or commercial especially a commercial spoken on radio or television. It contains a formal declaration of an event such as wedding meetings among others. (Mukta Galkward 2010).

Agenda; this is a list, plan outline or the like of things to be done matters to be acted or voted upon among others. (Mukta Galkward 2010).

Feedback; this is the return of information about the results of a process or activity. It's an evaluative response. For example when the manager gets the response of his subordinates about the new product line. (Mukta Galkward 2010).

Policy; This is a course of action or procedure adopted by a government or management of an organization. (Mukta Galkward 2010).

Journal; This is a blanket term for a scholarly publication that is published periodically, generally either district from magazines, in that a journals are generally for very specific audience. (Mukta Galkward 2010).

2.3.2 Barriers to effective communication

Preconceived idea; The observation that "people hear what they expect to hear" concisely explain a major barrier to communication this same principle explain why people so frequently state "I have that message before" perhaps they are only receiving the same message they received before (J. Dubrin 1984).

Denial of contrary information; messages that conflict with information already accepted as valid by the receivers are often rejected or denied. For

example an employee who believes that he or she an out standing performer may not receiver the first message from the manager documenting his or her improvement. (J. Dubrin 1984).

Semantics; words have different meanings to different people. This is a barrier to effective communication especially when employees perceive things wrongly that are said by the managers or among themselves (J.Dubrin 1984).

Motivation and interest; It is difficult to get a person who is not interested in what you have to say. If receive are not motivated to accept the message sent by the sender, the communication loop will probably remain incomplete effective sale representative attempt to get their message cross by appealing to an active need such as security. (J. Dubrin 1984)

Creditability of the source; Message often do not register with receivers because the sender is not trusted. Incredible message are literally those not believed to be true, senders of messages to be credible, have to earn such are reputation of low credibility, however can be earned in a march shorter period of time. Some times class stereotypes create mental set that the sender of the message must overcome (J. Dubrin 1984).

Poor communication; Substantial individual differences exists in the ability of people to communicate representing yet another intervening variable influencing the transmission of message from sender to receiver. Some differences in communication usually are attributable to education and training others stem from the basic personality characteristics for instance articulate persuasive and confident people to communicate more effectively (J. Durbrin 1984).

Organizational Climate; The atmosphere or "personally' of an organization also influences the extent to which a message is received. Messages sent in

an organization where a high degree of trust and openness exists have a high probability of being distrust and defensiveness another aspect of organizational climate affecting communication the communication of messages related to the formality verses informality of orders and requests (J. Dubrin 1984).

Complexity of Channel; All things being equal, communication efficiency deceases with the numbers of baffles through which information must pass before reaching its extended receiver. This partially explains why face to face communication works more effectively in small other than in large organizations. Direct channels can be used more rapidly in small organizations because fewer layer of management have to be penetrated. (J. Dabrin 1984).

Characteristics of language; The very nature of language constitutes a barrier to communication. Many words are imprecise and have multiple meanings. Miss communication occurs when two people apply different interpretations hence a barrier to effective communication (J. Bubrin 1984).

Information overload; this is a major barrier to communication where many people are so overload with information that they cannot sort out which information is work reacting to. It has been noted that if all communication were attended to actual work of the organization would never take place, photocopying machines and computers have been a major contributor to information over load (J. Dubrin 1984).

2.3.3 Methods of measuring productivity; partial productivity = output divided by single of in put.

Where labour is on one kind of input that is frequently used when determining partial productivity it indicates the number of hours of labour it takes to produce an out put, (Williams 2003).

Multi-factor productivity; this is an overall measure that indicates how much of labour, capital, materials and every it takes to produce an output.

Multi factor productivity = output/labour + capital + material +energy (Williams 2003).

Since the most common definitions of productivity is output of the job it can be measured in terms of the number of people to be intervened in a day. Productivity can be measured with the ratio of out put in other factors being equal. The higher the ratio the more the efficient is the use of inputs to this way be believed that the firms effort is measured directly this measures productivity (Gibson 1974).

Motion Study; This consists a detailed observation of the actual movement of the worker makes to complete a job under a given set of physical condition time for perking a given task.

Time Study; this follows motion study and it involves the use of stop watches to determine the average time for performing a given task.

Work Sampling; this is a method of work measurement that estimates the ratio of working time to down time. It contains observation of the workers (longneaker etal 1997).

Miner (1985) puts it that productivity can be measured by the efficiency of technology + efficiency of labour + capital effectiveness of management, where management is the key test of productivity.

CHAPTER THREE
METHODOLOGY

3.0 Introduction

This chapter contains the following aspects that is to say research design, population of the study, sample size; sampling procedure, methods of data collection, data control and measurement, data analysis.

3.1 Research Design

The research used both quantitative and quantitative methods of data collection and analysis. And this helped him or her to make a good design of the study.

3.2 Population of the Study

The population of the study comprised of 90 respondents and this sample was selected from different sections of Kyadondo sub-county Wakiso district.

3.3 Sample Size

The sample size consisted of 40 participants where 20 were male and the remaining 20 were females.

3.4 Sampling Procedure

The research used stratified technique where the population was divided into sub-groups such as each group is in harmonious and then sample random was introduced in order to select from each sub-group. Where the participants were got depending on their willingness to get involved in the exercise.

3.5 Data Sources

It uses both primarily and secondary sources of data instrument were by primary source is direct description of any occurrence by an individual who actually observed or witnessed the occurrence well as secondary sources

includes any publication written by an author who was not a direct observer or participant in the events described.(Olive M. Mugenda 2003).

3.6 Data Collection Instruments

Data collection instruments were basically questionnaires and interviews.

3.6.1 Interviews

The researcher used this method to collect information that cannot be directly observed or information which was difficult to be put in writings.

3.6.2 Questionnaires

These are collection of items to which a respondent is expected to react in writings which finally helped him to get a lot of information within a short period of time.

3.7 Data Analysis

After data collection, only corrected file, filed questionnaires were edited and coded and analysis was done by use of frequencies, percentages and then true findings were presented using tables.

3.8 Research Procedure

The researcher obtained an introductory letter from Kampala International University School of Business and Management to Kyadondo Sub-County, Wakiso district and permission was got from the top officials of Kyadondo sub –country allowing the researcher to conduct this study. Respondents gave information on how to go with the questionnaire filling process.

CHAPTER FOUR

ANALYSIS, PRESENTATION AND INTERPRETATION OF DATA

4.0 Introduction

This chapter presents data analysis, presentation and interpretation. It mainly summarizes key issues from theoretical and empirical literature. The analysis was done in accordance with the research objectives and variables of the study which are communication and organizational productivity. The researcher employed various tools to analyze the data collected such as frequencies, percentages; quantitative data presentation techniques were used.

4.1 Forms of communication in Kyadondo sub-county in Wakiso district central Uganda. The responses are shown in table 1

Respondents were asked questions on the objectives on the objectives and the responses are as in table **1** showing responses.

Table 1: Forms of communication in Kyadondo sub-county in Wakiso district central Uganda

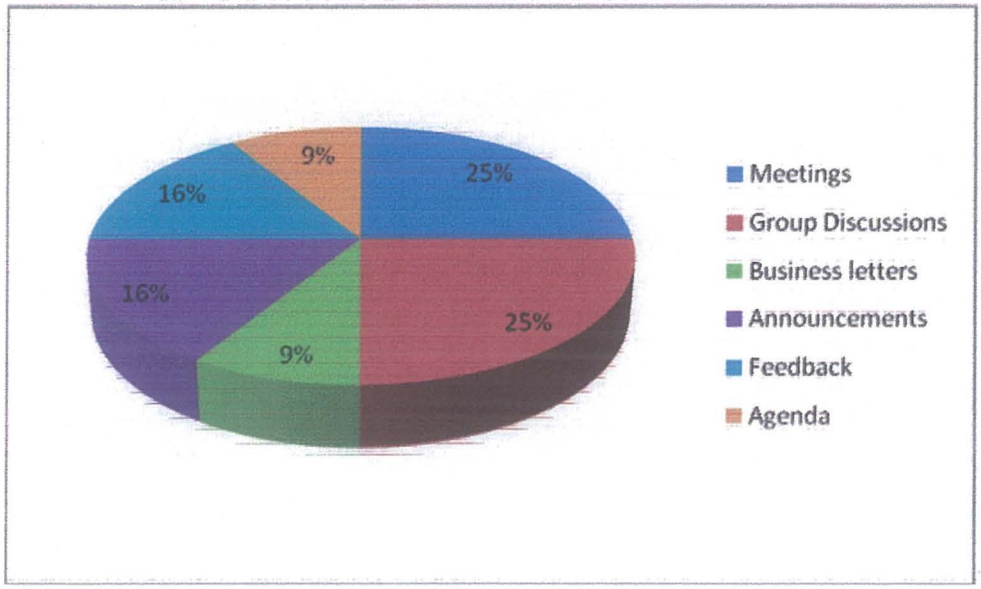
Response	**Frequencies**	**Percentages (%)**
Meetings	10	25
Group discussions	10	25
Business letters	4	9
Announcements	6	16
Feedback	6	16
Agenda	4	9
Total	**40**	**100**

Source: Primary Data

The findings in the table 1 showed that many respondents believed that Kyadondo sub-county uses meetings (25%), group discussions (25%),

Business letters (9%), announcements (16%), feedback (16%) and agenda (9%).

Figure 1: Forms of communication in Kyadondo sub-county in Wakiso district central Uganda.



Source: Primary Data

According to research carried out using interviews the forms or communication used in Kyadondo Sub-county are; meetings shown by (25%), group discussion shown by (25%), Business letters shown by (9%), announcements shown by (16%), feedback shown by (16%) and agenda shown by(9%).

4.2 Barriers to effective communication on organizational productivity

Respondents were asked questions on the objectives on the .the responses are shown in table 2

Table 2: Barriers to effective communication on organizational productivity in Kyadondo sub-county in Wakiso district

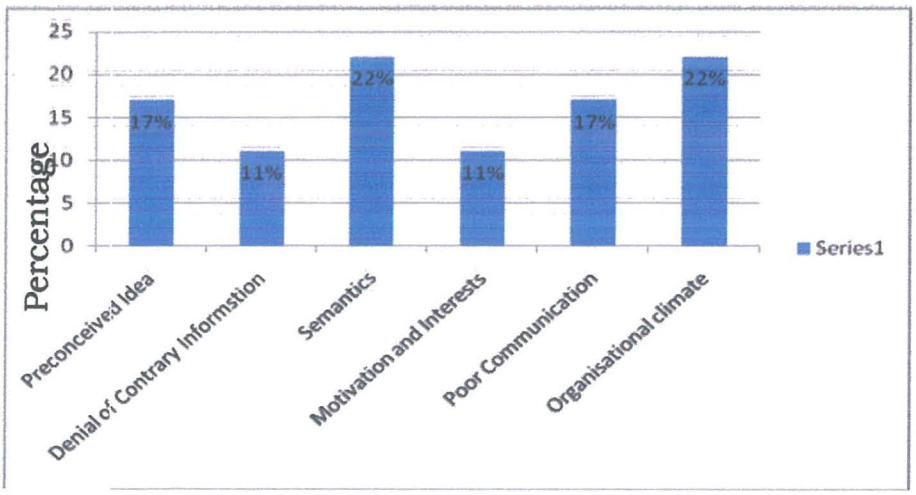
Response	Frequencies	Percentages (%)
Preconceived idea	10	17
Denial of contrary information	05	11
Semantics	15	22
Motivation and interests	05	11
Poor communication	10	17
Organizational climate	15	22
Total	**40**	**100**

Source: Primary Data

The study findings showed that the barriers to effective communication on organizational productivity in Kyadondo sub-county in Wakiso district are; preconceived idea (17%), denial of contrary information (11%), seminars (22%), motivation and interests (11%), poor communication (11%), organizational climate (22%).

The data in table 2 can be illustrated on a graph as shown in figure 2.

Figure 2: Barriers to effective communication on organizational productivity in Kyadondo sub-county Wakiso district.



Source: Primary Data

The data collected using interviews showed that barriers to effective communication in Kyadondo sub-county are; preconceived idea shown by (17%), Denial of contrary information showed by (11%), semantics showed by (22%), motivation and interests showed by (11%), poor communication showed by (17%) and organizational climate showed by (22%) of the respondents.

4.3 Methods of Measuring Productivity

The respondents were asked questions on the objectives and responses are in table 3.

Table 3: Methods of measuring productivity in Kyadondo sub-county in Wakiso district central Uganda.

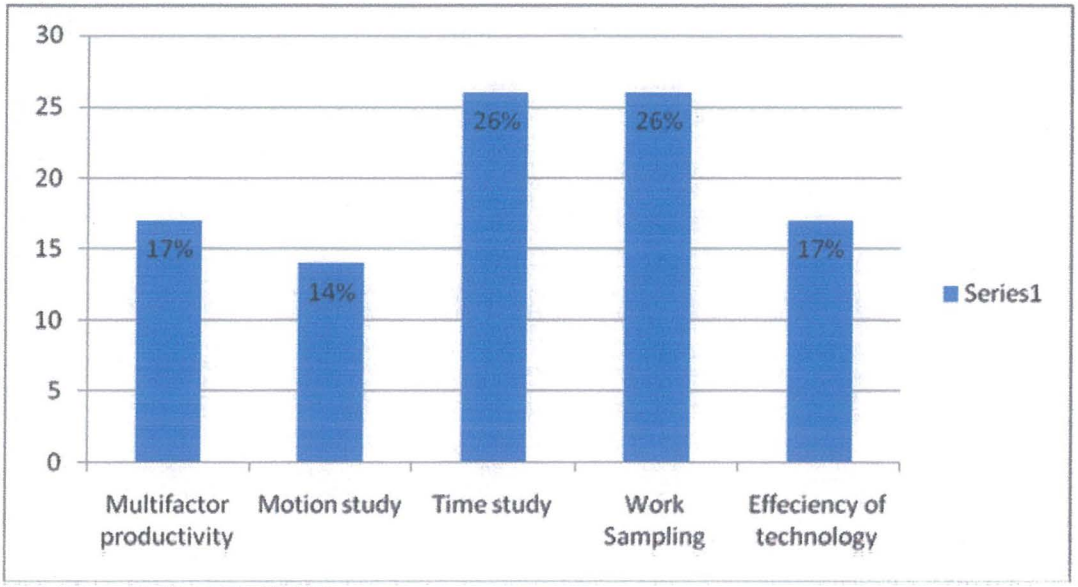
Response	Frequencies	Percentages (%)
Multifactor productivity	7	17
Motion study	6	14
Time study	10	26
Working sampling	10	26
Efficiency of technology	7	17
Total	**40**	**100**

Source: Primary Data

The findings from the table showed that the methods of measuring productivity in Kyadondo sub-county in Wakiso district are multi factor shown by (17%), motion study shown by (14%), Times study shown by (26%), work sampling shown by (26%), and efficiency of technology shown by (17%).

Data in table 3 can be illustrated on graph as shown in figure 3

Figure 3: Methods of measuring productivity in Kyadondo sub-county in Wakiso district central Uganda.



Source: Primary Data

The data collected using interviews showed that the methods of measuring productivity in Kyadondo Sub-county are; multi factor productivity shown by (17%), motion study shown by (14%), time study shown by (26%), work sampling shown by (26%) and efficiency of technology shown by (17%) of the respondents.

CHAPTER FIVE

DISCUSSIONS OF FINDINGS, CONCLUSION AND RECOMMENDATION

5.0 Introduction

This chapter covers the discussion of the findings of the research carried out, conclusion, recommendations, limitations of the study and areas for further research.

5.1 Discussion of Findings

The discussion is done objective by objective.

5.1.1 Forms of Communication in Kyadondo sub-county in Wakiso District Central Uganda

According to the findings of the study the forms of communication used in Kyadondo sub-county are; meetings, publication, campaign notices, group discussion, business letter, announcements, agenda, feedback, policy and journal among others. This is in relations to the other researchers such as; Lehman Dufrene (2002) in United States of America who stated that the most commonly used forms of communication are; Busieness letters, meetings, publication, campaign, Notices, group discussion business letter, announcements, agenda, feedback, policy aid journal, memos, reports.

5.1.2 Barriers to effective communication on organizational productivity in Kyadondo sub-county in Wakiso District central Uganda.

From the research findings, the barriers to effective communication in Kyadondo sub-county are; preconceived idea, Denial of contrary information semantics, motivation and interest, credibility of source, poor communication, organizational climate, characteristics of languages among others. This is in relation to the previous researchers such as Krizan and jones(2002) in United States Of America who stated that the barriers of effective communication are preconceived idea, denial of contrary

information, semantics, motivation and interest, creditability of source, poor communication, and organizational climate different cultural perception.

5.1.3 Methods of Measuring Productivity in Kyadondo sub-county in Wakiso District central Uganda

According to the findings of the study the methods of measuring productivity in Kyadondo sub-county are; multifactor productivity, motion study, time study, work sampling and efficiency of technology. This is in relation to other researchers such as Robert D (1995) in United States Of America who stated that the various methods of measuring productivity are; multifactor productivity, motion study, time study, work sampling and efficiency of technology among others.

5.2 Conclusion

The conclusion of the study is that, the forms of communication used in Kyadondo sub-county are; meetings, publication, campaign, notices, group discussion, business letters announcements, agenda, feedback, policy and journals among others.

The barriers of effective communication on organizational productivity in Kyadondo sub-county are preconceived idea, Denial of contrary information, semantics, motivation and interests, poor communication credibility of sources, organizational climate among others.

It can also be concluded that the methods of measuring productivity in Kyadondo sub-county are; multi factor productivity, motion study, time study, work sampling and efficiency to technology.

5.3 Recommendations

The recommendations were made in relations to the findings and the conclusion and included the following;

- There should be effective communication in the sub-county where by the leaders and followers should communicate freely in order to improve productivity.
- There should be proper use of all the forms of communication in Kyadondo sub-county in order to help in proper delivery of information to those who need it.
- There should be encouragement of open system of communication between the workforce and the management which will result into improved production this leading to its growth and development.
- There should be provision of job security to the employees, this will enable them have a sense of belongingness to the organization hence improving on communication level in the organization. This as a result improves productivity levels.
- There should be delegation of responsibilities to employees in an organization and this will enable the workforce to freely communicate with their managers about the challenges thus leading to productivity.
- There should be clear observation on the barriers of effective communication by the management such that the communication channels are straightened in order to improve on productivity.

5.4 Limitations of the Study

The research study faced the following problems;

- Confidentiality in that some information is not supposed to be disclosed to the people and this has invited the research study.
- Some of the people in Kyadondo sub-county were too busy and this delayed the research because less time was posed to the researcher which affected the study.

- Most respondents were hesitant to give information since it does not benefit them, thus they need to have some money in order to provide the information needed.
- The research study was costly because it needed a lot of money for transport, lunch, accommodation and paying off some respondents.
- The study was only limited to the case study due to limited time to cover all parts of Kyadondo. The researcher resorted to random sampling it had its own disadvantages.

5.5 Areas of Further Research

The research identified the following possible areas to carryout further research in team effectiveness.

The effects of team effectiveness on employee performance.

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APPENDICES

APPENDIX A: QUESTIONNAIRE

Dear Respondent,

I am called, Kato Hassan, a researcher pursuing a Bachelor's Degree in Human Resource Management at Kampala International University. I am conducting a research on communication and employees productivity. This research will be purely academic purposes. The findings of this research will benefit Kyadondo sub-county, Wakiso district. Please take time to answer for me these questions. All answers will be treated confidently.

Section A: Background Information

(Please tick in the most appropriate box or write in the most appropriate space)

1. Name of the respondent (optional)

   Surname: .....

   Other names:.....

2. Gender of the respondents

   Male ☐

   Female ☐

3. Age of the respondents

   18-25 ☐

   35-30 ☐

   30-40 ☐

   40 and above ☐

4. Level of education of the respondents

   Diploma ☐

   Degree ☐

   Masters ☐

Others

specify.....

5. Marital status

Single ☐

Married ☐

Widow ☐

Widower ☐

Divorced ☐

SECTION B

6. What are the forms of communication in Kyadondo Sub-county Wakiso district?

.....

.....

7. Which form is common in your organization?

.....

.....

8. Suggest the barriers to effective communication in Kyadondo Sub-county, Wakiso District.

.....

.....

9. Which barrier is the commonly found in your organization?

.....

.....

10. What are the methods of measuring productivity of employee in Kyadondo sub-County Wakiso District?

.....

.....

11. Which is the best method your organization use

.....

.....

Thank You!

APPENDIX B

INTERVIEW GUIDE

1. What are the forms of communication in Kyadondo sub-county Wakiso District?

2. What are the barriers to effective communication in Kyadondo sub-county Wakiso District?

3. What are the different methods of measuring productivity of employees in Kyadondo sub-county Wakiso District?

APPENDIX C: TIME FRAME

Proposal	March – April
Data Collection	April
Submission of the Proposal	May
Submission of Dissertation	August

APPENDIX D: BUDGET

No	Items	Quality	Rate	Amount
1.	Transport	3 weeks	10000x3	30,000
2.	Lunch	3 weeks	30000x3	90,000
3.	Typing and printing	29 pages	500x29	14,500
4.	Photocopy	29 pages	100x29	29,000
5.	Stationery	1 ream	1x12,000	12,000
6.	Miscellaneous			50,000
	Total			**225,500**