

THE IMPACT OF GROUP WORK ON EMPLOYEE PERFORMANCE

CASE STUDY: UGANDA WILD LIFE EDUCATION CENTER ENTEBBE.

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**A RESEARCH REPORT SUBMITTED TO THE SCHOOL OF BUSINESS
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DECLARATION

I Ssentamu Vincent declare that this research report is my original work and has never been submitted to any University for any award where the work of others have been cited, acknowledgements have been made.

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APPROVAL

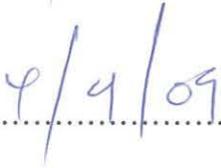
This is to certify that this work has been submitted for examination with my approval as the university supervisor.

Ms Nakate Sylvia

Signature:



Date:



DEDICATION

I dedicate this work to Rev. Fr. Mukwaya, Mr. & Mrs. Kimbowa Lutaaya and grandmother.

ACKNOWLEDGEMENT

I thank the almighty God For giving me strength and knowldge

I thank my supervisor, MS Nakate Syliia for guiding me through the whole process

I also appreciate my coursemates, friends and my dear parents who have contributed greatly in terms of financial support. May God reward them.

My sincere gratitude goes to MRS Kimbowa for guidance and contribution towards my work.

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TABLE OF CONTENTS

DECLARATION	i
DEDICATION	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENTS.....	v
LIST OF FIGURES	viii
LIST OF TABLES	vii
ABSTRACT.....	ix
CHARPTEr ONE.....	1
1.0 BACKGROUND TO THE STUDY.....	1
1.1 Statement of the problem.....	2
1.2 Purpose of the study.....	2
1.3 Objectives of the study.....	2
1.4 Research questions.....	3
1.5 Area and scope of the study.....	3
1.6 Significance of the study.....	3
1.7 Conceptual framework.....	5
CHARPTEr TWO.....	6
LITERATURE REVIEW.....	6
2.0 Introduction.....	6
2.1 Group work.....	6
2.2 The impact of group work on employees' performance.....	7
2.2 The relationship between group work and employees' performance.....	10
2.3 Objective of group work.....	11

CHARPTER THREE.....	14
METHODOLOGY.....	14
3.0 Introduction.....	14
3.1 Research Design.....	14
3.3 Study Population.....	14
3.5 Data Collection Instruments.....	15
3.6 Data Analysis and Presentation.....	16
3.8 Research Limitation.....	16
CHAPTER FOUR.....	17
PRESENTATION AND ANALYSIS OF DATA	17
4.0 Introduction.....	17
4.1 The impact of group work on employee performance.....	22
4.2 The relationship between group work and employee performance.....	25
4.3(a) The objective of group work.....	26
4.3(b) The suggested outcomes of group work in the center	27
CHAPTER FIVE.....	28
DISCUSSION OF MAJOR FINDINGS, RECOMMENDATIONS AND CONCLUSIONS	28
5.0 Introduction.....	28
5.1 Discussion.....	28
5.2 Recommendations.....	29
5.3 Conclusion.....	30
BIBLIOGRAPHY	32
AAPPENDIX III.....	i
Questionnaires.....	i
APPENDIX I	vi
Time Frame of the Study.....	vi
APPENDIX II	vii
budget of the study	vii

LIST OF TABLES

Table 1: Age of respondents.....	18
Table 2 Sex of respondents.....	19
Table 3 Marital status of the respondents.....	20
Table 4 Education level of respondents.....	21
Table 5 Number of year's respondents have served the center.....	22
Table 6 departments were respondents belong.....	23
Table 7 : Opinion on how employees find group work at the center.....	24
Table 8: Opinion on which practices are best related to group work on employee performance at the center.....	25
Table 9: Views on the relationship between group and employee performance	26
Table 10: Opinion on the aims of group work in the center.....	27

LIST OF FIGURES

Figure 1.4.1 age of respondents.....	19
Figure 1.4.2 Sex of respondents	20
Figures 1.4.3 marital status of respondents	21

ABSTRACT

The purpose of the study was to establish the impact of group work on employee performance in Uganda Wild Life Education Center.

The objective of the study was to examine the impact of group work on employee performance, to establish the relationship between group work and employee performance and to identify the objectives of group work.

The researcher used questionnaires and interviews as the research instruments. The data collection comprised of both primary and secondary data. Also data was analyzed both quantitatively and qualitatively.

The findings indicated that group work was good revealed in increased commitment, motivation, effective communication, increase in the sense of belongingness and builds self esteem. It was also found out that group work to some respondents was poor. Due to increased overdependence, laziness and delays the process of decision making.

The general recommendations have been made that; the management of Uganda wild life education center should clarify the overall objectives of the group, group members should have suitable skills, and abilities, the group tasks should be clearly defined, the group should be given enough resources and finally group members should work from a conducive environment.

CHAPTER ONE

1.0 BACKGROUND TO THE STUDY.

A group is any collection of people who perceive themselves to be a group. It is attributed by the sense of identity, loyalty to the group, purpose and leadership.

A group is also a social unit of two or more interdependent, interactive people striving for a common goal, Dan L. Costley (1994). It is characterized by the team of employees who work together to achieve the common goal with all the resources utilized. Group work aims at developing the skills and methods of adjusting to and cooperating with each other. It also fulfills individual, organizational and national goals P.Suba Rao (2001). Employees tend to work as a group in order to improve on the relationship between them and their bosses, increase on their morale and commitments in an organization. Effective, constructive group work needs careful management and application to develop and maintain the group, commitment, focus and strength. And once an organization achieves it, it will give a competitive advantage and thus a group of people who work supportively together increase on their performance.

Uganda Wildlife Education Centre (UWEC) is located in Entebbe town on the shores of Lake Victoria basin. It is a government body that was established in 1983, Uganda Wildlife Education Centre was formally called Zoo, to reach the service of tourists and also to train students in the field of tourism in Uganda. Wildlife Education Centre falls under the Ministry of Forest and Tourism Industry which is funded by different organizations like; Kabira Country Club, Speke Hotel, Stanbic Bank, Bank of Uganda.

Working together is a must in most service organizations as its benefits determines the level of employees' performances, yet many companies do not recognize the need to nurture and strengthen the group foundations of their organizations. However, in this respect, Uganda Wild Life Education Center has under estimated the activities of group work in order to have a satisfied workforce that can produce a positive attitude towards the organization, to be committed to the tasks of the job which has led to poor employees' performance in Uganda Wildlife Education Centre.

1.1 Statement of the problem.

Group work in present era has become important in organizations because it has helped them as well as their employees to enhance the effective communication, interpersonal relationship, labour relation through forming groups hence improving on employees' performance among themselves. However in UWEC group work is not given a first priory which has led to conflicts, stress, grievances, poor labour relation, poor communication, poor interpersonal relationship between employees and low commitment to organizational work. If group work in UWEC is not taken as something vital, the employees' performance is going to deteriorate in UWEC and this will increase on the rate of labour turn over.

1.2 Purpose of the study.

To establish the effects of group work on employees' performance.

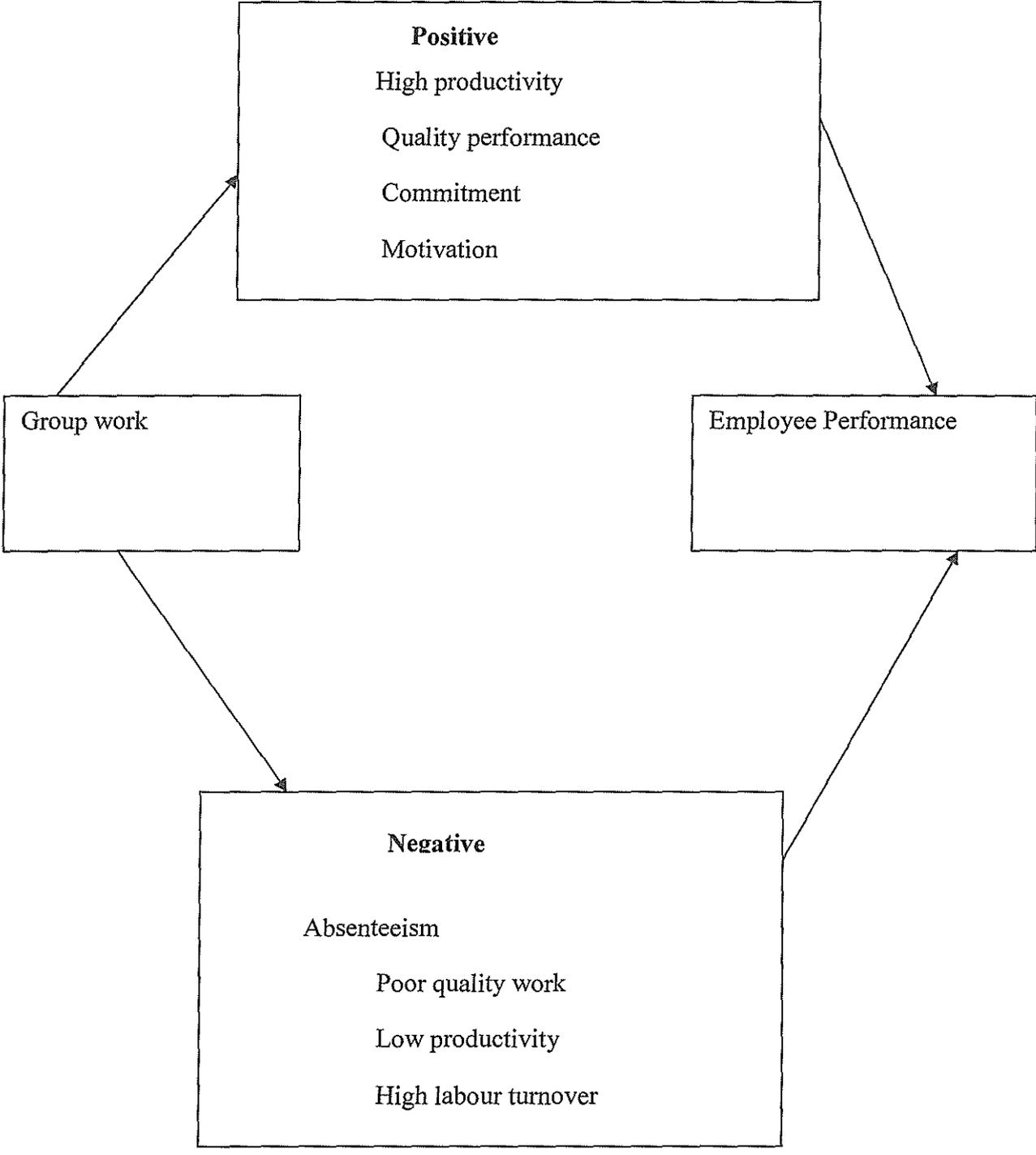
1.3 Objectives of the study.

To examine the impact of group work on employees' performance.

To establish the relationship between group work employees' performance.

The study might also assist other scholars and will be the basis upon which further studies can be carried out apart from adding on stock of knowledge that already exist about the effects of group work on performance of employees in an organization.

1.7 Conceptual framework



CHAPTER TWO

LITERATURE REVIEW

2.0 Introduction

This chapter focused on literature related to the impact of group work and employee performance, relationship between group work and employee's performance and the objectives of group work extracted from the previous research of other researchers and scholars such as Harold Leavitt, and Aswathappa.

2.1 Group work

Chuck Williams (2002) defines group work as the group that has the authority to make decisions and solve problems related to the major tasks of producing a product or service. Jackson and Slocum (2002) define a group as, two or more individuals who come into personal and meaningful contact on a continuing basis. Work group consists of two or more individuals who are aware of one another, interact with one another and perceive themselves to be a group, share desire to attain common goals. Groups are effective in performing their tasks tend enhance satisfaction for their members, those with the same social skills that help a group to perform well; it may also help it to provide satisfaction for the participants.

Lowell Lambert (2002) defines a work group as two or more people who interact, share common goals, have unspoken or formal rules or norms to maintain stable role relationships and form subgroups through various networks of attraction and rejection. Leslie minor-Evans (2002), talks about group work process, as the way group member deal with each other while performing given task.

Ricky W. Griffin (1995) says that work groups consist of people who are trying to make a living for themselves and their families. The work group often is the priority source of social identity for employees and can affect their performance at work as well as their relationships outside the organization. A group in an organization often takes on a life of its own that transcends the individual members.

Gregong Moorhead (1995) says that we cannot study behavior in organizations without attempting to understand the behavior of people in a group setting. Groups are everywhere in our society, most people belong to several groups, family, bowling team, church groups, fraternity or sorority or work group at the office. Some groups are formally established in a work or social organization; others are more loosely committed to associations of people.

Dr. Warren Bernie in Prasad (1999) said "The secrets of great groups" the problems we face are too complex to be solved by one person or any one's discipline. Our only chance is to bring people together from a variety of backgrounds and disciplines in common purpose which improves on employee performance. As they continue to work together, they become more comfortable, improves and eventually the group becomes a highly effective work team.

.2 The impact of group work on employees' performance.

Work groups include supervisors who guide and deal with employees (group members) directly when a supervisor guides his\ her members (employees), the group will have effective communication, interpersonal skills, social connection, power (security), joint consultation, motivation and training and development of employees. If the group work motivates competent employees the credit will go to supervisor. And if employees are not relating very well, there is

no communication among them, poor training and development, the blame will go to the supervisor of the group.

The following factors as critically analyzed below have a significant influence to the employees' performance in organization as far as group work is concerned.

Communication.

Communication is the oxygen of an organization as well as group work. Ivancevich Matteson (1999) communication is the glue that holds organization together, assists organizational members to accomplish both individual and organizational goals, implements and respond to organizational change, co-ordinate organizational activities and engage in virtually all organizationally relevant behaviors. Communication is successful when the meaning is understood. Communication is the way employees can understand themselves and all the activities to be done, how to do them and the duration should be communicated to employees (group members) by their supervisor. James A. F. Stomer (1978) a very large share of managerial time is devoted to activity of communication. Communication is necessary process by which the management functions of planning, organizing, leading and controlling are accomplished.

Interpersonal Skills

Interpersonal skills are defined as skills comprised with manager's ability to communicate with, understand and motivate individuals and groups. Chuck Williams (2002) defined interpersonal skills; such as listening, communicating, questioning and providing feedback, that enable people to have effective working relationship with others. When employees work in a group they always listen, communicate, question and provide feedback to their supervisor and this helps them to

improve on their performance in the group as well as in an organization. Employees improve on their interpersonal skills. When an organization doesn't emphasize on interpersonal skills within employees, the performance of employees will be hampered.

Social Connection.

Dalton (2002) Social connection provides us with a sense of belonging and reduces our feelings of loneliness. Being a member of social group gives us an opportunity to share ideas or to exchange information, making us to feel needed and increasing our sense of worth. When employees become members of a social group, they will be in great opportunity to share ideas as well as exchanging them, which will increase on their performance. Social connection will improve on the employees' performance due to the stronger sense affiliation when employees become members. Griffin (1995) social connection in workplace shapes the individual's perception of the job and responses to it. Due to the positive attitudes of the job and responses to it, employees' performance will increase simultaneously.

Power (security).

James A.F. Stoner (1978) defines power as the ability to exert influences. Power is to be able to bring about a change in the behavior or attitudes of other individuals. Dalton (2000) defines power as our ability to influence others to do what we want them to do. Power gives us the means to accomplish tasks and can help us to reach our goals. Many experts point out that people can't succeed in organizations today without acquiring some power and learning how to use it. The fact that there is power in members is not secret. Groups may give us the confidence and courage to speak out and make certain requisites. This sense of power and

security can also provide us with the confidence to tackle difficult tasks by removing the feeling of facing the task alone. Therefore power is regarded as vital for employees' performance.

Joint consultation.

Armstrong Michael (2006) defines joint consultation as management and employees to get together in consultative committees to discuss and determine matters affecting their respective interests, he confirms that once joint consultation is implemented it will bring good interpersonal relationship, effective communication, joint participation, industrial peace, among employees and supervisors which are outcomes of group work hence improving employees' performance within organization.

Motivation.

Stephen Robbins (2003) defines motivation the willingness to exert a persistent and high level of effort towards organizational goals, conditioned by the effort's ability to satisfy some individual needs. Motivation is positive that to say recognition of effort and appreciations of employees' contribution towards the group achievements and the negative part is force, fear, and threats. So employees need to be motivated which promotes their performance in organization.

2.2 The relationship between group work and employees' performance.

According to Dalton, Hoyle and Watts (2000) Work groups influence the overall behaviors and performance of individuals in a work place. As they continue to work together, they become more comfortable with the group effort, performance improves and eventually the group becomes a highly effective work team. Dissatisfied member of a work group may ask for a transfer to some other or simply resign to another job. So if group work is not implemented

through joint consultation or participation, mutual understanding and respect between employees and management, the rate of performance will not increase.

Fulton- Calkins Stutz (2004) Develop a group individuals need to be an accepted member of a group. As a supervisor, you can capitalize on this need by building a group of employees who work together well. Productivity and performance improves when each employee in the group contributes to overall effectiveness of the organization.

Renis Likert, noted that members of an effective work group are skilled in all the various leadership and membership roles. Each member should assume an active part in helping the group to achieve its mission. This means every member of work group will improve on his/her performance in an organization.

Stephen P. Robbins (2003) work groups are not unorganized mobs. They have a structure that shapes the behavior of employees within a group as well as performance in the group itself.

2.3 Objective of group work.

According to Stephen P. Robbins (2003) states that the main objectives group work are to acquire knowledge, skills and abilities to perform organizational work in the appropriate manner. Employees working in a group help them to communicate very well, understand each other and give respect to one another which is the indicator of good performance. Dalton, Hoyle and Watts (2000) advanced the relevant management objectives of group work that include; belongingness and contribution, shared office, exchange of ideas and satisfy social needs.

- Belongingness and contribution.

A need to belong and make contribution that will be noticed and appreciated, group members need to belong in a group in order to see that their contribution is rewarded and appreciated.

Shared office.

Group members need to be in a group in order to have a shared activity like; eating place, recreation rooms, picnics so on.

Exchange of ideas.

Group members always need to exchange ideas, collecting and transmitting information.

Satisfy social needs.

Group members always have a task to fulfill in a group. They need to satisfy social needs for friendship belonging.

Joint consultation.

Group members need to be in a group in order to promote joint consultation. Where members can seek help and their problems are solved.

Interpersonal relationship.

A group member always encourages interpersonal relationship among themselves for example, where they can exchange ideas freely among themselves.

Build self esteem.

When people are working as a group they become confident in what they always do hence self esteem.

Commitment.

Members of the group always increase commitment to their activities.

Learn from one another.

Members of the group learn from one another. For example, if one knows how to use a computer teaches others.

CHAPTER THREE

METHODOLOGY

3.0 Introduction.

This chapter presents and describes the methods and techniques that were used to collect and analyze data. It included the study population, data collection instruments, processing and analysis and limitations of data.

3.1 Research Design

The researcher used both qualitative and quantitative methods of data collection analysis.

3.2 Area of Study.

The study was carried out at UWEC in Entebbe Town. Most respondents were got from employees in different departments of UWEC.

3.3 Study Population.

The population under study was comprised of 60 respondents and this sample was selected from different departments of UWEC.

Sampling Design

The researcher used the simple random sampling techniques in a sense that whether one was on probation or confirmed was put into consideration. Respondents were identified depending on their willingness and availability to take part in the exercise or study. The various departments were from samples where respondents were selected at random.

3.5 Data Collection Instruments.

The data collection instruments were basically self-administered questionnaire, which comprised of open and close-ended questions that required respondents to answer all questions to the best of his her knowledge. Interviews were also used in data collection from which the researcher had to ask questions and respondents answer from selected departments.

Interviews.

An interview guide was used especially with the secretariat coordinator, administrative officer and the employees. The researcher carried out face-to-face interview with the respondent. The researcher explained to the respondent why the study was carried out. The interviews were preferred because of the fact that the researcher had a face to face interaction with the respondent and to be able to ask probing questions relevant to the study.

Questionnaires

These are pre-formulated written set of questions to which the respondents recorded their answers. It is an efficient data collection mechanism when the researcher knows exactly what is required and how to measure the variables of interest. Questionnaires can be administered personally or mailed to respondents. For this case study, the questionnaires were self-administered to the targeted respondents. The questionnaire was preferred because they save time especially when the group is big and geographically scattered, they can be stored for future reference, they gave straightforward answers, and therefore easy to evaluate.

3.6 Data Analysis and Presentation.

After collection of data, only correctly filled questionnaires were coded, edited and analyzed. Analysis was carried out by use of frequencies; percentages and true findings were represented using tables.

3.8 Research Limitation.

The study faced the following problems;

- a) Most of the UWEC employees were busy, therefore too limited time was given to the researcher. The researcher solved this by socializing with few for them to link him more of them.
- b) Some of the people were not willing to give out information due to lack of trust on which the researcher really is.
- (c) Some organizations ask for payments in order to reveal information on their organizations for instance, organization profiles and the names of employees.
- (d) Confidentiality, in that they fear to disclose some of the information.

CHAPTER FOUR

PRESENTATION AND ANALYSIS OF DATA

4.0 Introduction

This chapter was about the presentation and analysis of data related to the impact of group work and employee performance.

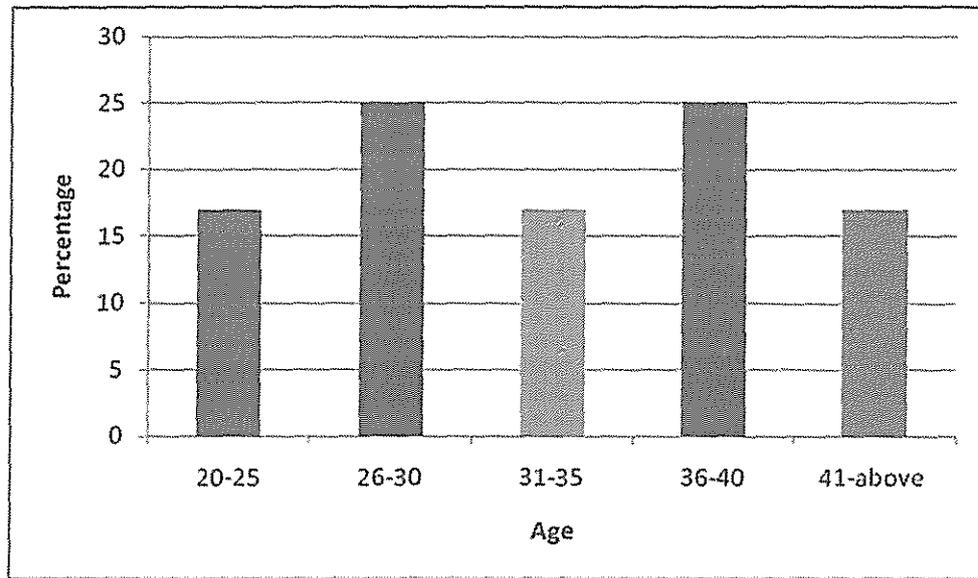
The study specifically focused on the impact of group work on employee performance, relationship between group work and employee performance, the objectives of group work.

A total of 60 respondents was selected which included males and females from different departments of UWEC.

Table 1: Age of respondents

Age Group	Frequency (f_0)	Percentage (%)
20-25	10	17
26-30	15	25
31-35	10	17
36-40	15	25
41-above	10	17
Total	60	100

Figure 1.4.1 age of respondents



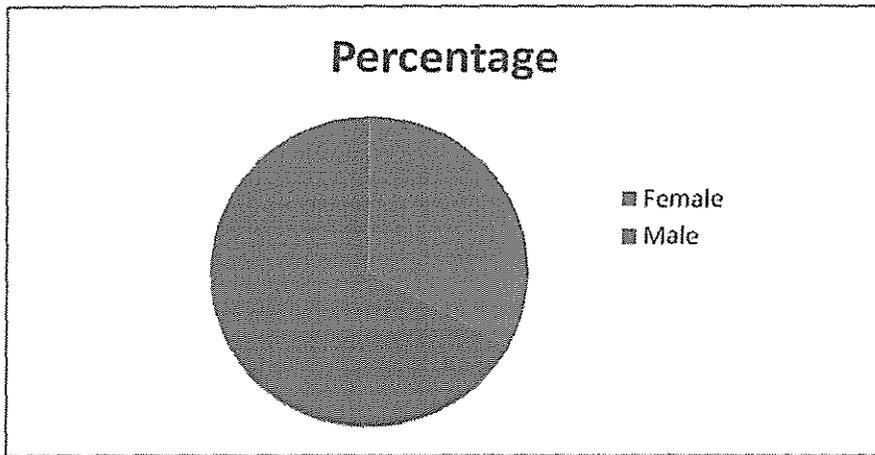
Source; Primary Data From the Field.

The data shows that the majority of the respondents studied were aged between 26-30 (25%) and 36-40 (25%) and the minority were 20-25 (17%), 31-35 (17%), and above 41(17%). This showed that the center involves all people in group work regardless of their age.

Table 2 Sex of Respondents

Sex	Frequency (f_0)	Percentage (%)
Female	20	33
Male	40	67
Total	60	100

Figure 1.4.2 Sex of Respondents

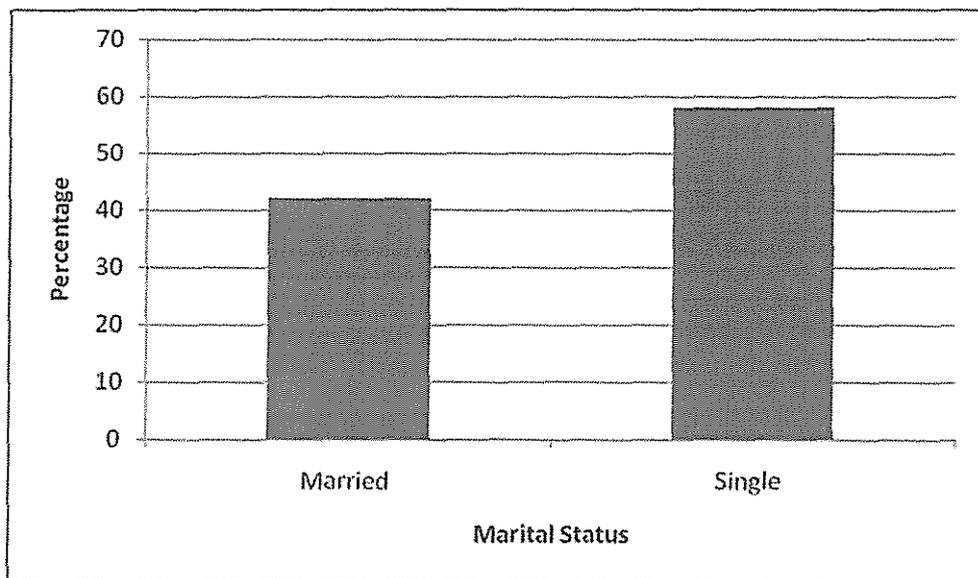


The analysis from the research shows that the number of male was 40 (67%) and the number of females was 20(33%).

Table 3 Marital Status of the Respondents.

Marital status	Frequency (f_0)	Percentage (%)
Married	25	42
Single	35	58
Total	60	100

Figures 1.4.3 Marital Status of Respondents



The analysis of the data from the field shows that the majority of respondents were single 35 (58%) while the minorities were the married 25 (42%)

Table 4 Education level of respondents.

Level of education	Frequency (f_0)	Percentage (%)
Primary level	2	4
Secondary level	3	5
Professional certificate	10	16
Diploma	20	33
Degree	25	42
Total	60	100

Source; Primary data from the field.

The results in the table 4 shows that the majority of the respondents were degree holders 25(42%) while the minority were of primary level 2 (4%) who were studied through observation and direct interaction.

Table 5 Number of year’s respondents have served the center.

Years service	Frequency (f₀)	Percentage (%)
1-5	15	25
5-10	30	50
10-15	10	17
Above 20	5	8
Total	60	100

Table 5 above shows that the majority of the respondents had worked with the center for a period between 5-10 yeas 30 employees (50%) , whereas The minority were those who had worked with he center between above 20 years 5 employee (8%)

Table 6 departments were respondents belong.

Department	Frequency	Percentage
Human resource	10	17
Finance	10	17
Marketing	15	25
Production	25	42
Total	60	100

Source; Primary data from the field.

Table 6 above revealed that the majority of respondents were got from the production department 25 employees (42%), 15 employees (25%) from the marketing department whereas the minority were got from the human resource department and finance 10 employees (17%) each.

1.1 The impact of group work on employee performance.

The first objective of the study was to examine the impact of group work on employee performance. To achieve the above objective respondents were asked to tell how they find group work at the center and why, also respondents were required to show the best practices related to group work and then give a brief explanation of the option chosen.

Table 7: Opinion on how employees find group work at the center.

How employees find group work at the center	Poor	Fair	Good	Excellent	Total
Frequency(f_0)	10	20	30	0	60
Percentage (%)	17	33	50	0	100

Source: Field survey.

The results in the table 4.1(a) above showed that 30 employees (50%) were of the view that group work was good at the center , 20 (33%) said that it was fair, 10(17%) expressed it that group work was poor and none of the employees said that group work was excellent at the center. This therefore revealed that the majority of the employees were of the opinion that group work was good presented by the highest percentage of respondents who said that group work was good 30(50%).

The reasons respondents gave to support why group work was good, has motivated individuals to devote more energy and effort into achieving the organization’s goals, and enables individuals to share the burdens of any responsibility they may have in their work also gives them power and opens up the channels of communication.

Respondents who said that group work was poor gave reasons that group work has resulted into interdependence, laziness and delays in decision making since each member in the group has to give his/her views in order to take up any decision.

Table 8: Opinion on which practices are best related to group work on employee performance at the center.

Which of the following are the best practices related to group work on employee performance at the center?	Communication and motivation	Interpersonal relationship and power	Joint consultation and social connection	All the above	Total
Frequency(f_0)	5	10	15	30	60
Percentage (%)	8	17	25	50	100

Source: Primary data from the field.

According to the results from table 4.1(b) indicated that 30 respondents (50%) reported that communication and motivation , interpersonal relationship and power, joint consultation and social connection are all significant practices that are related to group work in the center, 15 respondents (25%) were of the opinion that group work is best related to joint consultation and social connection, 10 respondents (17%) argued that interpersonal relationship and power are the best and finally the minority respondents said that communication and motivation. The number of respondents who said that all the practices are best gave reasons that it's out of this that the employees bare equal responsibilities and burdens collectively to achieve the organizational goals and objectives.

4.2 The relationship between group work and employee performance.

The second objective of this study was to establish the relationship between group work and employee performance.

In the table below are the views of respondents to the relationship between group work and employee performance.

Table 9: Views on the relationship between group and employee performance

Is there any link between group work and employee performance?	Yes	No	Total
Frequency(f₀)	50	10	60
Percentage (%)	84	16	100

The above data indicates that 50 respondents (84%) agreed that there is a strong linkage between group work and employee performance while 10 (16%) respondents did not agree that there is any linkage between group work and employee performance.

The respondents who said “Yes” gave reasons that group work has increased on employee’s commitment, enhanced creativity, increased on mutual understanding and respect between employees and management and also that the rate of performance has been advanced due to group work in the center. Those who said “No” to the question gave their suggestions that the

management should give individuals tasks for easy accountability and evaluation and individual members should not avoid their responsibilities due to overdependence and laziness.

4.3(a) The objective of group work.

The third objective of this study was to identify the objectives of group work. The respondents were asked to give the major aims of group work at the center and finally they were required to suggest the outcomes of group work.

Table 10: Opinion on the aims of group work in the center.

major aims of group work at the center?	Belongingness and commitment	1. Learning from one another and building	Exchange of ideas and satisfying social needs	Shared office and joint consultation	All the above	Total
frequency (f ₀)	10	5	15	0	30	60
percentage (%)	17	8	25	0	50	100

Source: Primary data from the field.

Results from the table 4.3 indicates that 30 respondents (50%) revealed that all these are major aims of group work that is, promoting the sense of belongingness and commitment, learning from one another and building self esteem, exchanging ideas and satisfying social needs and

shared office and joint consultation. The minority respondents 5(8%) were of the view that learning from one another and building self esteem are the major aims of group work.

4.3(b) The suggested outcomes of group work in the center

Respondents revealed that group work has resulted into increased rate of commitment, innovation, enhanced creativity, increased performance and productivity, reduced on labour turnover and also creating a sense of belongingness among the employees in the center.

CHAPTER FIVE.

DISCUSSION ,CONCLUSIONS and recommendations

5.0 Introduction.

This chapter was concerned with the discussion, conclusion and recommendation of the study. The major objective of the study was to identify the relationship between groupwork and employee performance in concern of ugnada wild life education center

The findings were investigated in line with the research question of the study, conclusions and recommendations were then met after presenting and interpreting data

This chapter presents conclusions got from previous findings, purpose and objective of the study. This chapter also involves recommendations.

5.1 Discussion.

The impact of group work on employee performance.

Findings indicated that group work is good in the center and this was revealed in how individuals are motivated to devote more energy and effort into achieving the organization's goals and enabling individuals to share the burdens of any responsibility, gives power, opens channels of communication, promotes interpersonal relationship and enhances joint consultation in the center. Ivancevich Matteson (1999) said that communication is the glue that holds organizations together and Armstrong Michael (2006) confirms that once joint consultation is implemented, it will bring good interpersonal relationship, effective communication, joint participation, industrial peace among employees and supervisors.

Relationship between group work and employee performance

Also the findings revealed that there is a strong relationship between group work and employee performance in the center which is reflected in the sense that group work increases on employees' commitment, enhanced creativity, among employees and management and increases on performance. Dalton et-al (2000) said that work groups influence the overall behavior and performance of individuals in the work place.

Aims of Group Work.

The study found out that group work at the centre aims at increasing on belongingness and committee, learning from one another and exchange of ideas and satisfying social needs. Stephen P. Robins (2003) stated that the main objective of group work is to acquire knowledge, skills and abilities to perform organization's work in the appropriate manner.

5.2 Recommendations.

The management of Uganda Wild Life Education Center should clarify the overall objectives of the group, should be agreed and clearly understand by group members.

The group itself should contain a suitable blend of individual's skills and abilities of its members.

The group tasks must be clearly defined if it is to be carried out effectively.

The group should be given enough resources if it is to do its tasks effectively and the authority to act where necessary.

The group should work in an environment which is conducive for work. In this, members should have direct and ready contact with each other.

5.3 Conclusion.

The findings were carried out at Uganda Wild Life Education Center, employees find group work as a good practice because it increases on the group commitment, motivates members, opens up channels of communication and promotes on the sense of belongingness among employees.

However, some respondents expressed it that group work at the center is poor due to over dependence, laziness and delays the process of decision making.

The employees also expressed it that there is a strong linkage between group work and employee performance at the center because it increases on mutual understanding and respect, increases on the rate of performance, enhances creativity and increases on employee's commitment at work.

Lastly, it was clearly discovered that group work in the center aims at increasing on the sense of belongingness, and commitment of employees learning from one another and building self esteem among others.

DEFINITION OF TERMS

UWEC – Uganda Wild Life Education Center.

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AAPPENDIX III

Questionnaires

I am called Ssentamu Vincent, a student of Kampala International University. I am conducting research on "Impact of group work and employees' performance" a case study of (UWEC) Uganda Wildlife Education Centre in Entebbe Town. The purpose of this study is to fulfill my academic requirements. Therefore I kindly request you to answer for me the following questions.

Note: Your responses will be treated with the highest degree of confidentiality.

Thanks

SECTION A

Please tick in the most appropriate box

Age:

0-25 31-35

5-30 36-40

and above

Sex:

female

male

3. Marital status

Married

Single

4. Level of education qualification

(a) Primary

(b) Secondary

(c) Professional certificate

(d) Diploma

e) Degree

5. For how long have you served the centre?

a) 1-5 years

b) 5-10 Years

c) 10-15 years

d) Above 20 years

6. In which department do you belong?

(i) Human resource department

(ii) Finance department

(iii) Marketing department

(iv) Management department

SECTION B

1(a) How do you find group work in the centre?

(i) Poor

(ii) Fair

(iii) Good

(iv) Excellent

o) Why do you have to say like that?

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(c) Which of the following practices are best related to group work performance UWEC

(i) Communication and motivation

(ii) Interpersonal skills and power

(iii) Joint consultation and social connection

(iv) All the above

2(a) Is there any link between group work and employee performance?

(i) Yes

(ii) No

b) If yes give your reasons for your answer

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.....

c) And if no, give your suggestion.

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.....

3(a) Which of the following are the major aims of group work in the centre?

- (i) Belongingness and commitment
- (ii) Learning from one another and building self esteem
- (iii) Exchange of ideas and satisfying social needs
- (iv) Shared office and joint consultation
- (iv) All the above.

(b) In your own views, suggest what has come out as a result of group work in the center

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