Surname: NDUTIYE
Other Names: PAUL
Reg. No: 10/F/MADS/006/PG
Gender: MALE
Programme: MADS
Academic Unit: DEVELOPMENT STUDIES
Title of Dissertation: EMPLOYEE RELATIONSHIPS AND ORGANISATIONAL PERFORMANCE: A CASE STUDY OF RWANDA REVENUE AUTHORITY
Supervisor: KANSIIME ALEX
Submission Date: OCTOBER 2013

ABSTRACT

The study focused on employee relationships and organizational performance, a case study of Rwanda revenue authority. The objectives of the study were to examine the role of employees in Rwanda revenue Authority; to establish the level of organizational performance in Rwanda Revenue Authority and to find out the relationship and organizational performance of Rwanda revenue Authority. The research design used was case study, explanatory and descriptive research design. A sample of 44 respondents was selected using the Kralije and Morgan (1970) table of sample size selection. Both primary and secondary data were used. Data was collected using questionnaires, interview guide and observation. Data was analysed using correlation and multiple regressions. Pearson was used to determine relationship between variables. The study found out that there is high level of employee turnover because of lack of motivation, inefficient communication, poor working condition and lack of employee participation. The company employees more professional employees than unprofessional ones. On the level of organizational performance the poor performance is as a result of poor relationship with employees. The study also revealed that a positive strong correlation exists between employee and organization performance (r= 0.8). The study recommends that management should improve the working conditions, motivate employees, and improve communication within the organization and involving employees in decision making so as to improve relationships with employees to improve organization performance.