ABSTATRCT

This study was undertaken to find out the Evaluation of workers’ perception on the Criteria and effects of promotion and transfers in public institutions in Rwanda with ONATRACOM Transport Company as a case study. The study found that demographical background did not influence the criteria of promotion and transfers in public institution. The correlation was seen to be positive one and the practice of taking gender, experience, education level and gross salary into considering a person’s promotion was seen as lacking consistency. Further evaluation of the workers’ perception of the criteria used for promotion and transfers in the public institution showed that the workers often had mixed ideas due to low communication level within the organisation which resulted into “grape vine” stories. The employees’ interaction with human resource managers was very low and that made work stressful for employees and many of them were not always happy with the criteria used in transfers and promotions in the public institution. In spite of that, the results of this study showed that there was no nepotism in deciding on transfers and promotions. As a result, the effects of transfers and promotions were seen to have a positive value rather than negative effect to both employees and work performance itself. Finally, the study recommendations changing administration procedures and some current administrators who seem unable to make improvement of ONATRACOM Transport Company.