

**THE MANAGEMENT OF COUNSELLING SERVICES AND
PERFORMANCE OF EMPLOYEES IN SELECTED
PUBLIC ORGANISATIONS IN KAMPALA
DISTRICT.**

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ABSTRACT

The study was intended to find out the effect of the management of counselling services on performance of employees in selected public organisations in Kampala district. It is a result of the researcher's acknowledgement of the absence of properly managed counselling services which has led to confusion, negative attitudes, resentment and indifference about counselling, thus warranting the study. The study was guided by the following objective:

1. To examine the effect of organising counselling services on performance of employees;
2. To find out the effect of conducting counselling services on performance of employees.

The causal comparative research design was used in an attempt to identify associations between the variables. Both qualitative and quantitative approaches were used. The study was purposively carried out in three public organisations based in Kampala district namely: The Bank of Uganda (BOU), The Uganda Revenue Authority (URA), and Kyambogo University (KYU) due to the presence of counselling services within these organisations, their accessibility in terms of distance and information as well as the manageability of the study. Data was collected using a self-administered questionnaire, an interview guide, direct observations, documentaries and web based surveys. Findings were analysed using the Statistical Package for Social Sciences (SPSS). Hypotheses were tested using the Pearson Product Moment Correlation Coefficient due to conditions that described the

data. Analysing qualitative data involved transcribing interviews, typing up field notes, sorting and arranging the data into different themes and by source of information reflecting on its overall meaning. It was then coded, analysed and interpreted.

In conclusion the study established that proper management of counselling services promotes employee comfort and retention, understanding of personal problems and positively reacting to them, concentration on work, decision making, self esteem and confidence which promote employee performance. There is therefore a significant relationship between counselling and employee performance. Organisations should put more emphasis on the needs of lower level employees and involve them in the search for solutions to their problems. Counsellors should inculcate trust and confidentiality of the counselling exercises which calls for proper training, and refresher courses to review their duties and code of conduct.