



Factors Affecting Employees Performance in The New Commercial Banks in Tanzania

Lilian Ramadhani *

Lecturer in Department of Business Administration

United African University of Tanzania, Tanzania

*Corresponding Author: ramadhani.lilian@gmail.com

Abstract

Employees' performance in commercial banks plays a significant role to increase competitive advantage. However, so far the study for employees' performance in the new commercial bank branches has not yet been thoroughly conducted. The study was carried out with the objective to assess the role of goal setting on employee's performance, to assess the effect of employee involvement on employees performance, contribution of interpersonal relationship on employee performance and assess the extent which teamwork affect employee performance. The study was conducted in Mbeya city on three selected new commercial bank branches namely Access, Akiba and Equity banks. The study sample was drawn from a population of 170 employees obtained from Access Bank, Akiba Bank and Equity Bank. Questionnaire we administered to 118 respondents, but only 100 respondents were able to answer and return the questionnaires. SPSS Version 16 Software was used in analysis the data obtained from respondents, Pearson correlation and Multiple linear regression analyzed data to determine the relationship between the independent variables and dependent variable. The findings revealed to have a positive significant relationship between goals setting, employee relationship, interpersonal relationship and employee performance, while team work has no significant relationship. The study recommended that banks should involve employees in decision making, set challenging yet realistic goals and reward employees in accordance to their performance (use performance based salary system).

Keywords: Employees performance, Goal setting, Interpersonal relationship, Employees relationship

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