

ABSTRACT

This study was about the relationship between Quality Management Practices and Employee Performance at Cherish Uganda. Specifically, the study assessed the relationship between Leadership and employee performance at Cherish Uganda; Training and employee performance at Cherish Uganda and sought to assess the relationship between Rewards system and employee performance at Cherish Uganda.

The study adopted the cross-sectional study approach. Data was collected from a population of 72 respondents. Data was acquired utilising a survey tool and an interview guide. Data analysis involved descriptive and inferential analysis. Findings indicate a moderate and positive association between leadership and employee performance at Cherish Uganda ($r=0.582$); high and positive association between training and employee performance at Cherish Uganda ($r=0.733$); and a moderate and positive association between the rewards system and employee performance at Cherish Uganda ($r=0.630$). Leadership, Training and Rewards system were found to significantly predict employee performance at Cherish Uganda with an Adjusted $R^2=0.631$. Training contributes the highest to the unique variations recorded in Employee Performance (Standardized Beta Coefficient of 0.460), followed by Leadership (Standardized Beta Coefficient of 0.312) and Rewards System (Standardized Beta Coefficient of 0.206). However, Rewards System was not statistically significant. The study concluded that Leadership when considered by management of Cherish Uganda, has had a moderate impact on employee performance; Training, when considered by management of Cherish Uganda, has had a moderate impact on employee performance and that rewards system, though applied by the management team at Cherish Uganda in an attempt to boost employee performance, has had very little of the expected effect on employee performance.

The study recommended that management should improve their decision making processes by making them more transparent and more inclusive. Additionally, they need to practice more delegation to train future leadership for Cherish Uganda. It is further recommended that management of Cherish Uganda should conducting a needs assessment, improve the training delivery style and training should be offered on merit and undue influence of potential trainees on the part of management must be discouraged. Finally, management of Cherish Uganda should take measured steps to update the rewards system to match the existing employee market trends and ensure that nonmonetary rewards are meaningful and not tokens if the rewards system is to culminate in improved in employee performance.