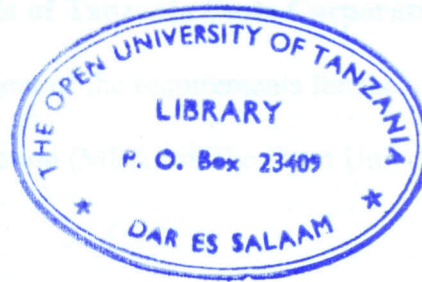


**THE EFFECT OF MOTIVATION ON THE PERFORMANCE OF PUBLIC
AND PRIVATE ORGANIZATIONS IN TANZANI: A COMPARATIVE
ANALYSIS OF TANZANIA POSTS CORPORATION, FEDEX,
SCANDINAVIA AND DHL**



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ABSTRACT

The study is aimed at examining the effects of motivation on performance in public organization in Tanzania, concluding the necessary improvement, to advice on implementation of the changes based on the study and literature of the public organizations. The study focused on Tanzania Post Corporation to represent other public organizations. Other three similar private organizations were selected as a comparison in effectiveness in quality services provision. These organizations are DHL, FEDEX and SCANDINAVIA. The information collected was used to generalize the quality of services and motivation offered by the remaining organizations in Tanzania. Managers and frontline employees of the selected firms were involved to gather the required data.

The study revealed that, poor motivation, low pay, non conducive working environment, accountability and accumulated arrears are among the major problems that hinder the public organizations system work efficiently. This leads to a number of employees quit the public sector and join the private ones causing decline in the quality of services, customers and hence less income.

The study revealed that most of the well qualified and competent personnel opt for private sectors due to good pay and conducive working environments.

It is thus recommended that, the public organization leadership should grant stronger and coordinated efforts in supporting and work hand in hand with the frontline employees in order to eliminate the problem of ineffective work.

The study recommends that the public organization must impose a system of offering customer care services to their employees so as provide quality services and become more competitive.

Also public organizations should create conducive working environments, improve remunerations, provide motivations and pay their employee without delay.

By so doing the public organizations will retain the professional employees, improve the services and attract more customers hence boosting the revenues. This makes the public organizations to become more competitive and cope with the resulting changes.