

ABSTRACT

Employee engagement has become a top business priority for senior executives. In this rapid cycle economy, business leaders know that having a high-performing workforce is essential for growth and survival. They recognize that a highly engaged workforce can increase innovation, productivity, and bottom-line performance while reducing costs related to hiring and retention in highly competitive talent markets. The purpose of this study was to examine the effects of employee engagement towards organization performance in public sector, using Dar es Salaam water and sewerage corporation (DAWASCO) as case study. In order to understand the study aim, three goals were developed and these focused particularly on to assess the effects of job satisfaction on organization performance, to assess the effects of effective communication on organization performance and to assess the effects of leadership on organization performance. The study was based on Dar es Salaam water and sewerage corporation (DAWASCO). A qualitative research approach of the data collection was adopted using a questionnaire and interview were comprised and distributed to 50 respondents. Based on this sample the results obtained indicate that employees engagement have a clear positive impacts on the organization performance of public sector. The study recommended that, in order to attain the intended goals of institution, it needs to take the following into consideration the organization should provide training to the employees concerning objective setting, organization should create the good relationship among the employees themselves and management, organization should involve employee on decision making concerning the performance.