

ABSTRACT

Background: There are numerous studies that have been conducted concerning the relationship between the performance, productivity, absenteeism and turnover among healthcare workers, which in turn has significant effects on their performance and quality of service delivery. In some instances, it also affects the employees' commitment to organisational goals.

Objective: This study aimed at establishing and/or determining the factors affecting the performance of health workers at the Aids information centre, Jinja branch.

Methodology: The study was conducted among 40 participants, using self administered questionnaires to collect data from the participants. The data was then analysed using Microsoft office excel, a computer statistical data analysis program.

Results: The study revealed several factors that are believed to have an impact or can influence health workers performance, among which Motivation and workload took centre stage as communication, level of training and previous work experience were also found to be of great significance.

Conclusions: In light of the findings of this study, it is recommended that several interventional measures directed at individual, social/economic and Facility related factors are required to foster and enhance health workers' motivation and commitment to their work so as to better their performance at AIC-Jinja.