



SERVANT LEADERSHIP, EMPLOYEE COMMITMENT AND PERFORMANCE OF HEALTHCARE CENTERS A CASE STUDY OF WAKISO DISTRICT

ABSTRACT

This study investigated the relationship between servant leadership, employee commitment and performance of healthcare centres in Wakiso District. Specifically, the study established the relationship between; servant leadership and performance of healthcare centers; employee commitment and performance of healthcare centers and lastly servant leadership, employee commitment and performance of healthcare centers.

The study adopted a cross sectional study and data was collected using a questionnaire. Healthcare units were the unit of analysis and healthcare workers being the unit of inquiry. Questionnaires were received from one hundred fifty four (154) respondents out of one hundred seventy seven (177) respondents which represented 87% of the response rate. Data analysis was done with the help of Statistical Package for Social Sciences. With the help of SPSS, Cronbach Alpha was above 0.7 implying that the data used was reliable to be used for other tests such as regression and correlations.

The correlation results showed that there was a significant positive relationship between servant leadership, employee commitment and performance. Regression results indicate that servant

leadership and employee commitment explain 59.6% variance in performance. There are a number of limitations with this study; the scarce literature on the relationship between servant leadership, employee commitment and performance; the study focused on a cross sectional research design, the data collection instrument was a standard questionnaire which limited the ability to collect views about information outside the asked question. The study recommends policy makers to adapt the servant leadership model due to its significance in building employee commitment and predicting performance of healthcare units.