



**EMPLOYEE ENGAGEMENT, ORGANISATIONAL CITIZENSHIP BEHAVIOUR,
TEAMWORK AND TEAM PERFORMANCE IN THE DOMESTIC TAX
DEPARTMENT OF UGANDA REVENUE AUTHORITY.**

ABSTRACT

The study sought to investigate the relationship between employee engagement, OCB, teamwork and team performance in the Domestic Tax department of URA.

The study was carried out after developing a conceptual framework that related employee engagement to team work, OCB to team work and then team work to team performance. A correlational survey design was used in the study. Data was collected using a closed- ended questionnaire, with a target of 262 respondents who were all employees of URA from the Domestic Tax department. A bivariate correlation produced positive correlation between employee engagement and team work (.591^{**}), OCB and team work (.514^{**}) as well as team work and team performance (.463^{**}). A multiple regression indicated that employee engagement, OCB and team work account for 32% of the variance in team performance of employees of the Domestic Tax department of URA and this prompted the researcher to recommend for further research to find out the other factors that may determine team performance of employees of Domestic Tax department of URA whose contribution was found to be 68%.

The researcher recommended that URA Domestic Tax department puts in place all the initiatives that aim at promoting employee engagement, create an enabling environment for OCB so as to reap the benefits of team work and consequently team performance.