

**Socio –Economic Status, Self-Esteem and Job Performance among Civil Servants in Office
of the Prime Minister Kampala District**

By

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**A Research Dissertation Submitted to the School of Psychology in Partial Fulfillment of the
Award of a Bachelor Degree in Industrial and Organizational Psychology of Makerere
University**

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Declaration

I Murungi Diana declare do here by declare that this dissertation is my original work and has not been presented for any academic award in any institution of higher learning.

Signature.....

Date 8/10/2019.....

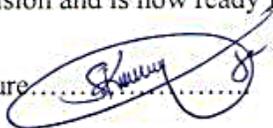
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Approval

I declare that this dissertation entitled socio economic status, self-esteem and job performance among civil servants in the Office of the Prime Minister Kampala district has been under my supervision and is now ready for examination.

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Table of Contents

Declaration.....	i
Approval.....	ii
Table of Contents.....	iii
List of Tables.....	vi
Abstract.....	vii
Chapter One : Introduction.....	1
Background.....	1
Problem Statement.....	3
Purpose of the Study.....	3
Objectives of the Study.....	3
Scope of Study.....	4
Significance.....	6
Conceptual Frame Work.....	6
Chapter Two : Literature Review.....	8
Introduction.....	8
Socio economic status and self esteem.....	8
Self-Esteem and Job Performance.....	10
Socio Economic status and Job Performance.....	11
Research questions /hypothesis.....	13
Chapter Three : Methodology.....	14
Introduction.....	14
Research design.....	14

Population	14
Sampling techniques.....	14
Sample size	14
Sampling method.....	15
Measuring instrument	15
Quality control.....	15
Procedure	15
Data management	16
Data analysis	16
Limitations	16
Introduction.....	17
Objectives	17
Descriptive statistics	17
Inferential statistics.....	18
Chapter Five : Discussion, Conclusion and Recommendations	21
Introduction.....	21
Socio-economic Background and Self-Esteem.....	21
Socio-economic Background and Job Performance.....	22
Self-esteem and Job Performance	22
Conclusion	23
Recommendations	23
Areas for further research	23
References	24

Appendices	27
Appendix 1: Questionnaire	27
Appendix II: Time Frame	32

List of Tables

Table 1: Bio data of Respondents	17
Table 2: Relationship between Socio-economic background and self esteem.....	18
Table 3: Relationship between Socio-economic Status and Job Performance.....	19
Table 4: Correlation between Self Esteem and Job Performance.....	20

Abstract

The study is about socio-economic status, self-esteem and job performance among civil servants at the office of the prime minister. The stated objectives included; to find out if socio-economic status and self-esteem are related to establish if self-esteem and job performance are significantly related and to find out if socio-economic status and job performance are related. The study was done using questionnaires that were distributed to 60 people and was analysed using SPSS. In the findings of the study, the results revealed that Correlation results in table 2 above show that there is no significant relationship between socio-economic status and self-esteem among civil servants in the prime minister's office. Results in Table 3 show that there is no significant relationship between socio-economic status and self-esteem among civil servants in the Office of the Prime Minister. Results in table 4 show that there is no significant relationship between socio-economic status and job performance among civil servants. In conclusion, If self-esteem is not simply to reproduce inequalities among civil servants in the Office of the Prime Minister, then we need to understand what the role of socio-economic status more clearly. We are fairly certain that socio-economic status does have an effect on job performance among civil servants of the famous Office of the Prime Minister. So, more energy should be put in to address their cause of low and high job performance. The researcher recommended that Civil servants need to focus on what can lead to a high job performance since income and self-esteem is not there problem.

Chapter One

Introduction

Background

Countries like Mexico, Canada, India , Italy and others are involved in activities like evaluation that enhance performance of employees at the work place for example performance evaluation and performance appraisal ,monitoring .Through performance, employees may benefit in rewards such as promotions, salary increment among others. Even though civil servants are employed to offer services to their states, we see that they face some challenges starting from limited funds provided by the governments and sometimes this leads to low output, effectiveness among others. A case in example is Uganda in the 1980s and 1990s serious efforts were taken on to improve civil service performance. This was through the remuneration policy as asides the people who had top jobs in government institutions, the other civil servants were poorly paid which created corruption and also appointments, promotions, pay raises were based on political connections and not performance. And in order to curb such cases, pay was raised and performance measures were established.

In psychology self-esteem can be used to describe a person's overall sense of self-worth or personal value and it can be high or low self-esteem and this is a big influencer on how an individual is going to make life decisions for themselves and these will either build or break an individual (Kendra Cherry 2018). Job performance is an achievement of specific tasks measured against predetermined or identified standards of accuracy ,completeness ,cost and speed and can be manifested in improvement in production ,easiness in using new technology ,highly motivated workers(Afshan ,2012).Socio economic background refers to family incomes and that of the immediate neighborhood and it is highly correlated to the zip code where an individual grew up

or currently lives and is a predictor of economic success. Besides this, there are other elements like values, education, health, occupations among others. (Michael Thomas, 2015)

Self-esteem and job performance to have a positive relation. Self-esteem on the other hand is how one's feelings, attitudes, and beliefs about one's self affect his or her confidence and abilities even when given tasks. (Harwood, 2006) and it can be described as low or high. The question of whether or not self-esteem level affect job performance has been a controversial one, some researchers like Baumeister & Krueger (2008) suggest that self-esteem level has little relation to one's behavior. Other researchers suggest that self-esteem can have a main and moderating effect on job performance but the self - esteem contingencies play an important role to when these effects will be observed. Di Ferris (2010) socio and economic status should be highly related to self-esteem in that those with a higher class typically have greater power, resources, and prestige all of which should increase self-esteem. Further more prestigious occupations are associated with work conditions favorable to the development of self-esteem.

Even though there has been an ongoing Public Service Reform Program since 1992, the Ugandan government through the Public Service has not been effective on managing performance of civil servants.

Low self-esteem may make one even less likely to ask or get promotions and other benefits at the work place. It makes one doubt on their abilities, judgment, setting ambitious goals and acting on them and people who suffer this problem are likely to engage in subconscious behavior that may undermine their success. In Uganda employees undergo the same challenges and it is mostly seen among people who are of a lower rank /subordinates and not only in the government but also in the private sector.

The socio and economic status of a person is a determinant of how well someone can evaluate their life. A person's background affects the overall functioning not only in terms of wealth but also in physical and mental health. Low socio economic background and its correlates such as lower education achievement, poverty, poor health, ultimately affect someone even at the work place. This can lead to low engagement, absenteeism, stress, low input, and low self - esteem which affects one's performance in the organization.

Problem Statement

Civil servants in organizations exhibit low job performance as a result of many issues faced on the job.

This may be attributed to low socio-economic status and low self-esteem as personal factors in which they are unable to relate with others, they have low motivation, social isolation, and low engagement among others.

If the right measures of curbing this are not taken, the organization is likely to register less output in terms of performance, there will be employee turnover, absenteeism, and low commitment among others.

Purpose of the Study

The purpose of the study is to find out the relationship between socio economic status self-esteem and job performance among civil servants in Kampala district.

Objectives of the Study

The study will be guided by the following objectives;

1. To establish the relationship between job performance and self-esteem among civil servants
2. To find out if socio and economic status and job performance are related

3. To find out if socio and economic status and self-esteem are significantly related

Scope of Study

Geographical scope

Geographically the study will be carried out among civil servants of the Office of the Prime Minister Kampala District, central Uganda because of the number of target respondents.

Contextual Scope

Socio-economic status can be defined as an evaluation of a person's family background and social relation to others based on income, education, occupation, society among others. This is done in two ways in which a family's socio economic status can be analyzed by looking at the household income ,earners education ,and occupation whereas for the individual socio economic background assessment , their own attributes are put into consideration.

This kind of evaluation is usually done to establish an economic difference in society at large.

Socio economic status is broken down into three main levels which include high, middle and low and this is where a family or an individual gets to fall after an evaluation. A study that was carried out in the United States shows that education as a factor influencing the level of socio economic status is both important in the household and as well as in the community while in poor areas, things like food, shelter, and safety are priority than education may be and in most cases exposes the youths to many health and social problems such as drug abuse, unwanted pregnancies among others. Psychologically, areas that are associated with the upbringing of a child for example the home environment, parental interactions, language acquisition (semantics, syntax, morphology

and phonology) and non-verbal behavior also are a great impact in what kind of people their children become in the future.

Self-esteem is a reflection of an individual's emotional evaluation and self-worth. This is always determined by a person through the consideration of their attitude towards themselves.

Self-esteem can also be defined as the appraisal an individual makes of themselves. A person's self-esteem can be either positive or negative and depending on a personal evaluation, and a person may probably have a high self-esteem or a low self-esteem.

Self-esteem affects behavior and the way the present themselves to others and this brings us to a view that people with a high self-esteem take account for their emotions, optimistic, confident, articulate, social among others while people with a low self-esteem show the following characteristics; heavy criticism, dissatisfaction, less confident among others and also depend on approval of others when evaluating their self-worth.

Job performance can be defined as the ability of an individual to execute duties that have been assigned to them. Performance is an important aspect for the success and outcome or output of the organization. Job performance can be divided up I two terms which include task performance and contextual performance.

Task performance describes obligatory behaviors i.e. conditions or specifications given during recruitment in which one is expected to behave while contextual performance describes behaviors that are not specific to job. And under contextual we have citizenship and counterproductive behaviors.

Citizenship behaviors contribute to the positive growth of the organization through their effect on the social conditions of the organization while counterproductive behaviors influence the

organization negatively as employees get involved in things like theft, whistle blowing, poor accountability among others.

Performance on the other hand is influenced by a number of things for example one's self esteem, motivation, knowledge, training, skills among others.

Significance

The study is therefor to help civil servants within the area of study to establish ways of overcoming these issues first of all as a district and also help various stakeholders address such issues for example the government of Uganda ,Ministry of Public Service, Permanent secretaries of different government institutions , human resource departments in different ministries.

The research will also help the civil servants in this area to be more involved in building up a higher self-esteem because it is one way of motivation and also influences performance.

Conceptual Frame Work

Conceptual frame showing the relationship between socio and economic status, self-esteem and job performance among civil servants.

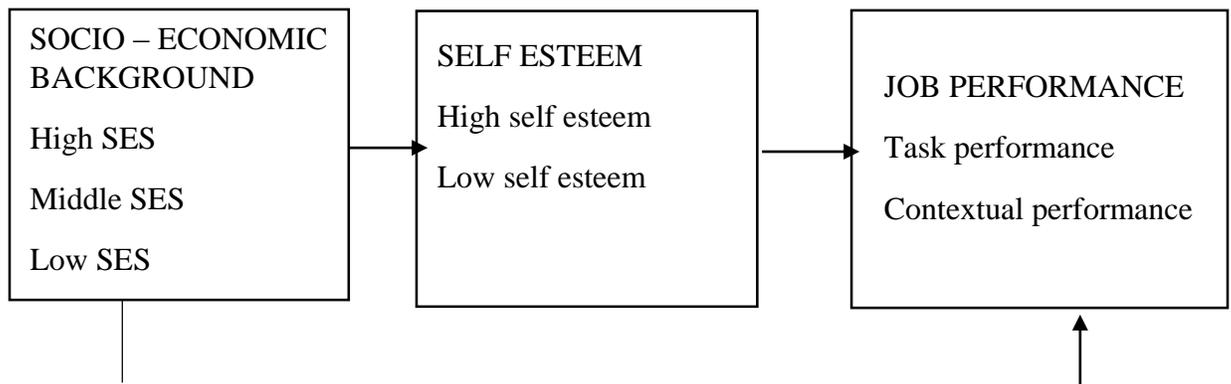


Figure 1: conceptual framework showing the relationship between socio economic status, self-esteem and job performance among civil servants.

Socio economic status directly affects self-esteem in a way that people with a low socio economic status usually have low self-esteem in which they may fail to relate with many people but are rather kept to themselves.

Self-esteem influences job performance in that people with a high self-esteem have traits that enable to engage freely at the work place which in the end they give a good performance thus enhancing the growth of the organization.

Socio economic status and job performance are significantly related in a way that individuals with a low socio economic background usually find it hard to engage in society and even at the work place they give low job performance since they are less motivated due to their family history , education and financial status and vice versa.

Chapter Two

Literature Review

Introduction

In this chapter, according to the study objectives stated in chapter one, is going to review different articles from previous researchers in order to address the gaps in what they discovered.

Socio economic status and self esteem

According to an article from the European journal of public health (2009), they look at the socio economic differences and self-esteem of adolescents due to the influence of personality and in the findings we see that low socio economic status influences low self-esteem and that high socio economic status influences high self-esteem.

Cecilia Chepngeno Sang (2015) has findings about the relationship between students' family socio economic status and self-esteem among secondary school students and she shows in her findings that there was no statistically significant relationship between socio economic status and self-esteem of the students but rather the teachers had to put in more effort to ensure that their students can improve on their academic performance. This study is going to establish focus on the civil servants in the office of the prime minister and will focus on establishing socio economic status, self-esteem and job performance.

Zuzana Veselska et al (2010) they carried out their study to assess personality mental health and social support and how they contribute to the relationship between socio economic status and self-esteem among adolescents. In their findings, they found out that family affluence, personality dimensions of extraversion, emotional stability and openness to experience as well as mental health subscales and social support from family and significant other to be associated to self-

esteem and their results indicated that personality dimensions and mental health subscales contribute to association between family affluence and self-esteem.

Another author MS Thompson (2012) carried out a racial research on the whites and African Americans on religion in relation to self-esteem and socio economic status and he was able to establish that religion and socio economic status have a high effect on self-esteem.

An article by David Watkins and Estela Astilla published online in (2010) study the socio economic status and self-esteem on the adolescents in the Philippines and there was a positive connection between self-esteem and socio economic status.

Li – fang Zhang on his study on students reveals that students from families with a high socio economic status tend to have higher self-esteem an although his study is somehow relevant with the objectives of this study , it will differ cause it will be aiming at civil servants.

According to Maggie Wood(2010) she still focuses on adolescents and states that self-esteem is built on a number of factors but still even socio economic status being important for this foundation and she also interestingly cities the novel “*Great Expectations*” by Charles Dickens looking at the main character Pip born in a low social class but falls in love with Estella a girl from a higher socio economic status thus his self-esteem faltering when he can’t win over the girl because of his socio economic status (pg. 120-318). She further adds that socio economic status and self-esteem are closely related adding an example also of her own childhood bringing up in which she shows the development of her positive self-esteem. Therefore in her study she focuses on young adolescents contrary to this study which is going to look at civil servants.

Self-Esteem and Job Performance

According to Elite Hutman, he was able to establish through his research that self-esteem and job performance are positively related as he also recommended that there should be procedures to enhance employees self-esteem.

Donald L Ferris et al (2009) instead focused on importance of performance to self-esteem (IPSE) which moderated the effect of self-esteem on job performance and in this they moved away from the theoretical perspectives which suggest that self-esteem should have main and moderating effects on job performance which effects were either nonexistent or highly variable.

Stuart Hearn states that the relationship between self-esteem and performance clearly manifests even in our early beginnings as children which is seen through school achievement and up to adulthood. He also emphasizes that with review of other studies, they confirm a positive relationship between self-esteem and job performance.

In an article by Kumar and Navin (2017),they emphasize the importance of self-esteem on how an employee will perform in an organization and that if a person is confident, has positive self-worth, they will be highly motivated and satisfied with themselves and their work thus being able to give their best performance in an organization. However this article basically gives an over view relation on the two variables yet this study is going to be laid down through field findings among civil servants.

Damian Ogbu Kanayo (2016) examined the influence of self-esteem on job performance on technical college employees in which he established that there was negative self-esteem among the employees thus affecting the performance and recommended the authorities to focus on boosting the esteem off employees since a positive self-esteem enhances great job performance.

Asides these findings, this study will aim at showing the influence of self-esteem and job performance among civil servants.

Sadra Ansaripour et al(2017)in their discussion they show that there was a positive correlation between job performance and self-esteem as people with high self-esteem have better relations with people, communicate easily, and satisfied with their work thus bringing out more output. Their research focused on staff of a medical university whose work differs to that of this studies which is aimed at civil servants. Therefore asides the relating objectives and findings of the above study this will focus on civil servants.

This study will still focus on the relation between the two variables though among civil servants.

Socio Economic status and Job Performance

Socio economic status involves a number of factors like one's family background, the family setting they have been brought up in, enrollment in schools which also contribute to the shaping of their attitudes and confidence among others.

Job performance will therefore be affected in relation to the mindset of a person whose foundation is laid straight from their childhood, the background, manners instilled to the person among others. Job performance is influenced by socio economic status in a way that an individual who has grown up in a family of low socio economic status usually faces a challenge with their self-confidence if placed in an organization and are usually not given the higher positions because they don't have the vigor for such positions as compared to those from a high socio economic background.

Ashok Mahadeo Kamble of University of Solapur (2015) carried out a study on socio economic status on sports performance and he found out that there is a difference between high and low socio economic status. And those who belonged to high socio economic status showed better performance. In this case the author looked at sports achievement though he was able to show that socio economic status had an influence on performance of sports men. But this study will focus on addressing the effect of socio economic status on job performance.

Authors like Carol B Murray (2015) looked at socio economic segregation, school funding, academic climate since the basis of her research was academic performance and socio economic status. This differs from the objectives of this study which are aimed at finding the relationship of socio economic status and job performance among civil servants. Even though there is a slight relation, it doesn't completely match to the intension of this study.

Basilus Redan Werang makes a study on teachers' socio economics status and their job performance. As it is that someone's' socio economic status can contribute to their morale, self-confidence, and this can have an effect on performance, the author positively agrees that there is significant relationship between the two variables. However this study will focus on how the civil servants in Kampala are influenced by these factors as they conduct their work.

Most of the authors who have carried out research on the above variables have mainly centered their concentration on students, teachers than other occupations. (CK Okioga, X Xuan EJ Pettigrew et al).

There is scanty information or literature in relation to socio economic status and job performance and thus boosting the aim of this study thus to provide a study on the civil servants the effect of the above variables to their performance at work.

Research questions /hypothesis

1. Socio economic background and self-esteem are not related.
2. Socio economic background and job performance are not significantly related.
3. Self-esteem and job performance are not significantly related.

Chapter Three

Methodology

Introduction

This chapter presented the methodology that was used in conducting the study. It described the study design, sampling design, instruments and measures, research procedure, data management, analysis and presentation.

Research design

The study adopted the correlational research design which described and measured the relationship between two or more variables. Correlational coefficient design was used the study in order to measure the nature and magnitude of the relationship between the study variables socio economic status, self-esteem and job performance.

Population

The population of the study was comprised of 715 main stream staff members and the target sample will be 248 staff members from the Office of the Prime Minister both male and female from various departments like finance and administration, monitoring and evaluation, audit. The researcher was only able to acquire information from 60 respondents.

Sampling techniques

Sample size

The study targeted 248 staff members based on the Krejcie and Morgan's (1970) table of sampling to determine the sample size of the population

Sampling method

The sample was selected using the simple random sampling method because every staff has an equal chance of being selected in the sample.

Measuring instrument

The variables were measured using a self-administered questionnaire comprised of both close and open ended questions and will also be divided into sections and were rated on a Likert scale ranging from 1 (strongly agree) to 5 (strongly disagree).

Quality control

This was meant to establish the validity and reliability of the instruments which was done through explaining the intention of the research to the respondents, then seeking for clarity and correction from the supervisor and reliability will be established through carrying out a pretest.

Procedure

The researcher will obtain an introductory letter from Makerere University, which will then be addressed to the permanent secretary of the Office of the Prime Minister to seek for permission to conduct the research. If permission is granted to conduct the research, the researcher will follow the instructions given. Once it's time to carry out the research, the researcher will introduce herself to the staff and give a brief about the purpose of carrying out the research and addressing any questions from the respondents and there after the questionnaires will be administered and collected after the given period.

Data management

After the questionnaires were filled, they were sorted, coded and edited for consistency, accuracy using a statistical table. This helped in simplifying the presentation of the findings and also for easy analysis.

Data analysis

Data was coded and entered in the computer following the SPSS program for analysis. The hypotheses were tested using the Pearson's correlation. A positive relation indicated a direct relationship between variables. Correlation coefficients tending to zero indicated a weak relationship while those tending to 1 indicated a strong relationship. The 0.5 level of significance was used to determine if the relationship is significant or not and significance values of correlation coefficient equal or less than 0.5 indicated that the relationship is significant while those above 0.5 showed that the relationship is insignificant.

Limitations

The respondents were occupied with their office work during the time of administering the questionnaires and this was addressed by requesting for a few minutes of their time.

The organization has a system to be followed when you request to carry out research and the confirmation to carry out research took some time.

Some of the respondents work in different districts that's restricting our number of respondents.

Some of the respondents were rude on request to fill the questionnaires.

Chapter Four

Results

Introduction

This chapter presents and interprets the results from data analysis. The data presented includes both the descriptive information about the respondents' demographic characteristics in frequencies and percentages, and inferential statistics of Pearson's correlation between Socio – Economic Status, Self-Esteem and Job Performance among Civil Servants in Office of the Prime Minister Kampala District.

Objectives

1. To establish the relationship between job performance and self-esteem among civil servants
2. To find out if socio and economic status and job performance are related
3. To find out if socio and economic status and self-esteem are significantly related

Descriptive statistics

Table 1: Bio data of Respondents

		Frequency	Percent	Valid Percent	Cumulative Percent
Sex	Male	28	46.7	46.7	46.7
	Female	32	53.3	53.3	100.0
	Total	60	100.0	100.0	
Age	18-25	10	16.7	16.7	16.7
	25-30	15	25.0	25.0	41.7
	30-35	18	30.0	30.0	71.7
	35 and above	17	28.3	28.3	100.0
	Total	60	100.0	100.0	
Marital Status	Single	29	48.3	48.3	48.3
	Married	30	50.0	50.0	98.3
	Divorced	1	1.7	1.7	100.0
	Total	60	100.0	100.0	

Results in Table 1 above show that majority of respondents were female with 32 (53%) and male 26 (46%) which shows that there is gender balance in the company because both sex

cover almost half part of the whole population. Most the population in the Office Of The Prime Minister ranges between years 30 to 35 with 30% followed by those aged 35 years and above, followed by those between 25 to 30 years and lastly those between 18 to 25years. This means that most of its workers are mature people and really know what their goals in life are which calls for a good job performance.

Most of the individuals in the office are married covering 50% of the population (30) meaning that their minds are concentrated on their families and this leads to a high job performance followed by the singles 48.3%(29) which shows a high level of self-esteem and less economic needs because they do not have families to feed plus only 1 divorced.

Inferential statistics

Table 2: Relationship between socio-economic background and self esteem

		Socio-Economic	
		Status	Self esteem
Socio-economic Status	Pearson Correlation	1	.154
	Sig. (2-tailed)		.240
	N	60	60
Self esteem	Pearson Correlation	.154	1
	Sig. (2-tailed)	.240	
	N	60	60

Correlation results in table 2 above show that there is no significant relationship between socio-economic status and self-esteem among civil servants in the prime minister's office. ($r=.154$, $p=.240$). The p value (.240) is greater than the magnitude 0.01. Therefore the null hypothesis Socio economic background and self-esteem are not related is retained.

Table 3: Relationship between Socio-economic Status and Job Performance

		Socio-economic	
		Status	Self esteem
Socio-economic Status	Pearson Correlation	1	.154
	Sig. (2-tailed)		.240
	N	60	60
Self esteem	Pearson Correlation	.154	1
	Sig. (2-tailed)	.240	
	N	60	60

Results in Table 3 show that there is no significant relationship between socio-economic status and self-esteem among civil servants in the Office of the Prime Minister ($r = .154$, $p = .240$.) The p. value (.240) is smaller than 0.05 magnitude. Therefore the null hypothesis is retained and it is concluded that there is no significant relationship between socio-economic status and self-esteem among civil servants in the office of the Prime Minister Kampala Uganda.

Table 4: Correlation between Self Esteem and Job Performance

		Socio-economic	
		Status	Job Performance
Socio-economic Status	Pearson Correlation	1	.000
	Sig. (2-tailed)		.999
	N	60	59
Job Performance	Pearson Correlation	.000	1
	Sig. (2-tailed)	.999	
	N	59	59

Results in table 4 show that there is no significant relationship between socio-economic status and job performance among civil servants ($r = 000$, $p = .999$.) The p value (.999) is smaller than 0.05 magnitude. The null hypothesis is retained and it is concluded that there is no significant relationship job performance and self-esteem among civil servants in Office of the Prime Minister Kampala District.

Chapter Five

Discussion, Conclusion and Recommendations

Introduction

The chapter focuses on the discussion based on the purpose, objectives and hypotheses put forward by the study. It also includes a conclusion and recommendations.

Socio-economic Background and Self-Esteem

The first hypothesis stated that Socio economic background and self-esteem are not related. Results show that there is no significant relationship between socio-economic background and self-esteem among civil servants of the office of the prime minister.

Findings are in line with the Berk, (2006) who stated that self-esteem fluctuates as a worker develops an overall view of themselves within the environment where they are working. This is especially true of workers whose persistent low self-esteem often translates to more serious problems linked to low achievement. Rowe and Hall (1991) notes further that workers' feelings of self-worth affect all aspects of their lives and strongly influence the realization of their potential. A worker with high self-esteem is emotionally stable, mature and can handle lives' challenges better than a worker with low self-esteem who tends to be more unstable and dependent.

Findings are in contrary with Susman (2003) Socio-economic position has a clear impact on developing self-esteem, especially during the important stage of adolescence. At this period of life, the self-esteem of young people undergoes important changes, influenced not only by the already-mentioned socio-economic status, but also by variety of other intrapersonal, interpersonal and socio-cultural determinants.

Socio-economic Background and Job Performance

The second hypothesis stated that Socio economic background and job performance are not related. Results show that there is no significant relationship between Socio economic background and job performance among civil servants of office of the Prime Minister Kampala Uganda.

Findings are in line with Simiyu (2001) A study published in 2001 issue of Psychological Science found that workers with a high socio-economic status tended to express more "disengagement" behaviours than their less fortunate peers. In this context, disengagement behaviours representations such as doing their own things while being addressed. Other participants born into less favored circumstances tended to make more eye contact, nods as signs of happiness when put into an interactive social environment. The more fortuitous peers felt less inclined to gain rapport with their group because they saw no need for their assistance in the future.

Findings are in contrary with Kumar (2017) who stated that people who lack self-esteem do not believe that they are capable or worthy of great results, even though their skill and knowledge may be more than adequate and certainly, anyone who puts forth the effort deserves to succeed. Even worse, people who lack self-esteem do not believe they are worthy of great results and so they unconsciously “dumb down” their work so as to not stand out, be noticed, or (gasp) outperform their peers.

Self-esteem and Job Performance

The last hypothesis stated that Self-esteem and job performance are not significantly related. Results show that there is no significant relationship Self-esteem and job performance among civil servants of the office of the Prime Minister Kampala Uganda.

Findings are in agreement with the Amutabi (2003) who stated a person with high self-esteem might end up being obstructed by the esteem and fail to perform at a job provided due to pride and also a person with low self-esteem might end up doing what is least expected of him/her due to the fear that it creates and hence a mess which leads to low performance.

Conclusion

If self-esteem is not simply to reproduce inequalities among civil servants in the Office of the Prime Minister, then we need to understand what the role of socio-economic status more clearly. We are fairly certain that socio-economic status does have an effect on job performance among civil servants of the famous Office of the Prime Minister. So, more energy should be put in to address their cause of low and high job performance.

Recommendations

The researcher made the following recommendations in line with the study findings; The office of the prime minister should find other factors that affect the job performance of the civil servants like motivation. Motivating of the civil servants can yield positive results since most of them are economically well off in their background through performance appraisal might be big to them and rewards like certificates can increase their job performance.

Civil servants need to focus on what can lead to a high job performance since income and self-esteem is not there problem.

Areas for further research

The study looked at socio-economic status, self-esteem and job performance among civil servants of the office of the prime minister. Role stress can also be a topic worth to conduct a research on. Their challenges are not surprisingly as common as the rest of the other companies or organisation challenges.

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Appendices

Appendix 1: Questionnaire

Dear sir/madam

This questionnaire will provide information about socio economic status, self-esteem, and job performance among civil servants at the office of the prime minister. Please read carefully each item and respond as indicated. This is mainly for study purposes and will be treated with utmost confidentiality.

Instructions

The questionnaire is made up of four sections.

Please tick the in the given space

SECTION A: BIO DATA

1. Gender

Male	Female
<input type="checkbox"/>	<input type="checkbox"/>

2. Age range

18 – 25	<input type="checkbox"/>
25 – 30	<input type="checkbox"/>
30 – 35	<input type="checkbox"/>
35 – And above	<input type="checkbox"/>

3. Marital status

Married	<input type="checkbox"/>
Single	<input type="checkbox"/>
Divorced	<input type="checkbox"/>

Please put a tick using the scale below the alternative most applicable to your situation.

Strongly disagree	Disagree	Not sure	Agree	Strongly agree
1	2	3	4	5

SECTION B Socio economic status

No	Question	Answer	Tick
1	What is your highest level of education?	Primary	
		UCE	
		UACE	
		Diploma	
		Degree	
		Masters	
		PhD	
2	How many people are currently living in your household including yourself?	1	
		2	
		3	
		4	
		5	
		Others	
3	Are you the only bread winner in your family?	Yes	
		No	
4	Is your salary enough for you to provide for your family needs?	Yes	
		No	
5	How do you pay for your health care and medical expenses?	Government funding	
		Private insurance	
		Self-pay ,out of pocket	
6	Do you have any other source of income apart from your current job?	Yes	
		No	
7	Please describe the home where you live	Rented	

		I own it	
		Live with friends	
		Live with family	
		I have no permanent residence	
8	Are your parents educated?	Yes	
		No	

SECTION D: Self esteem

Item	Strongly disagree	Disagree	Not sure	Agree	Strongly agree
I feel that I am a person of worth at least on an equal plane with others					
I feel that I have a number of good qualities					
All in all am inclined to feel that I am a failure					
I am able to do things as well as most other people					
I feel I don't have much to be proud of					
I take positive attitude towards myself					
On the whole ,I am satisfied with myself					
I wish I could have more respect for myself					
I certainly feel useless at times					
At times I think am not good enough					

SECTION E: Job Performance

Item	Strongly disagree	Disagree	Not sure	Agree	Strongly agree
I complete all tasks given to me					
I enjoy working beyond normal working hours to complete my tasks					
The degree to which I work meets the clients satisfaction					
I always meet the daily targets as per work schedule					
I enjoy representing my supervisor at meetings and workshops even when I am busy at work					
I record my daily activities in my to do list every morning					
I have improved my performance tremendously					

Appendix II: Time Frame

Activity	November 2018	January 2019	February 2019	March 2019	April 2019	May 2019	June 2019	July 2019	Oct 2019
Proposal writing Supervision by supervisor									
Proposal submission									
Data collection and analysis Dissertation submission									



THE REPUBLIC OF UGANDA



OFFICE OF THE PRIME MINISTER

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In any correspondence on this subject, please quote No. ADM 118/142/02

16th July, 2019

Mr. Muwonge Vincent
 Makerere University,
 KAMPALA.

RESEARCH FOR Ms. MURUNGI DIANA, REG. NO. 16/U/7614/PS

Reference is made to your letter dated 12th June, 2019 in which you sought permission for Ms. Murungi Diana to carryout research on "Social-Economic Status, Self Esteem and Job Performance among Civil Servants in the Office of the Prime Minister".

I am pleased to inform you that your request to access information in the Office of the Prime Minister has been granted. This research should be entirely academic and for no other intentions.

You are requested to inform Ms. Murungi Diana to report to the Department of Pacification and Development, Data Centre as soon as possible.

Okwang Patrick
 For PERMANENT SECRETARY