

**MAKERERE**



**UNIVERSITY**

**COLLEGE OF BUSINESS AND MANAGEMENT SCIENCES  
(CoBAMS)**

---

**SCHOOL OF BUSINESS**

**MOTIVATION, LOAN RECOVERY, CLIENT ASSESSMENT AND LOAN  
PERFORMANCE A CASE OF FINCA UGANDA LIMITED**

**BY**

**ROBERT SENOGA**

**2016/HD06/1319U**

**A RESEARCH REPORT SUBMITTED TO MAKERERE UNIVERSITY, COLLEGE OF  
BUSINESS AND MANAGEMENT SCIENCES IN PARTIAL FULFILMENT OF THE  
REQUIREMENT FOR THE AWARD OF DEGREE OF MASTER OF BUSINESS  
ADMINISTRATION (MBA) OF MAKERERE UNIVERSITY**

**PLAN B**

**OCTOBER 2018**

## **ABSTRACT**

The purpose of this study was to examine motivation, loan recovery, client assessment and loan performance at FINCA Uganda limited. A cross-sectional descriptive study design was used with a population of 60 respondents from which a sample of 39 respondents was drawn. Self-administered questionnaires were used to collect the responses, data processing and analysis was done using the relevant statistical computer software packages.

The results indicated that there was a positive relationship between the level of motivation, loan recovery and loan performance however there was a negative relationship between client assessment, and loan performance. This study highlighted the implications of the findings, on the efforts to improve loan performance to be undertaken by management of FINCA Uganda.