



Faculty of Commerce

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**AN EVALUATION OF THE EFFECTIVENESS OF THE RESULT BASED
MANAGEMENT (RBM) SYSTEM IN THE MINISTRY OF PRIMARY AND
SECONDARY EDUCATION: (A CASE STUDY OF BULAWAYO
METROPOLITAN PROVINCE).**

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ABSTRACT

This research sought to evaluate the effectiveness of the Results Based Management system (RBM) in the Ministry of Primary and Secondary Education in Bulawayo Metropolitan Province. After its adoption, the new performance management system was met with so many challenges that were attributable to the way the system was implemented ranging from poor to lack of communication, lack of sense of ownership, inadequate training, and resistance to change caused by lack of preparation for change, and lack of proper and sufficient infrastructure and resources. This subsequent confusion of what the new system was all about led to poor results from employees in general, a view that is supported by a decrease in student pass rate. This prompted the researcher to carry out the study so as to try and highlight the factors that are hindering the success of the RBM system in a bid to assist the Ministry in identifying such factors that create performance gap