

## ABSTRACT

Financial incentives have a huge impact towards the employee contribution on the revenue collection performance of any government.

The study therefore, intends to establish whether TRA financial incentives have been an effect on revenue collections. this incentives in term of increasing staff salaries seem to be the major factor which improve the quality and quantity of their work performance in response to staff salary changes.

The descriptive research design. It involved collecting information by administering a questionnaire to a sample of CSC in CED, TRA respondents. Concerning the methodology to be followed – the fact of reliability, validity and ethics, are to be addressed, which are up to an extent that interrelated and which are to be seriously taken into consideration, so as to assure the highest objectivity and standards generally are possible.

There were 109 questionnaires distributed to all direct participates and not direct participates in revenue collections employees under CSC In TRA and 89 were filled and returned which is a return rate of 81.37%.A response rate of 50% percent believed to be adequate for analysis and reporting, whereas 30% is considered good while above 20% response rate deemed to be very good.

The reward strategies available for CSC employees were unsatisfactory and given a chance to what they prefer, respondents overwhelmingly showed preference to better remuneration, cash gifts, and training opportunity. The tournament incentive program observed to be very slow and unfair especially to not direct participants of revenue collections staff despite it being their favorite preference. Good strategy entails salary increase, more benefits and power. Evidently study arise variety of factors that influence employee motivation and satisfaction. Finally, a well managed incentive scheme is a motivator of revenue collections. It is imperative to consider uniqueness of situation and needs of different category of employees in designing the incentive program.

Finally, the study recommends similar research study on the negative effects of financial incentives to avoid a situation where they can backfire and bring the exactly opposite of the desired behaviour.

