



2021 NATIONAL SERVICE DELIVERY SURVEY (NSDS)

Survey methodology

Dissemination Workshop Held at UBOS Headquarters, Kampala District 4th October 2022



Sampling Design



• The NSDS is nationally representative.

 It was designed to provide estimates for the whole country, for urban and rural areas,
15 sub-regions, and Cities





Sampling Design

The sample frame for the 2021 NSDS was the 2014 list of Enumeration Areas from the National Population & Housing Census (NPHC).

The survey used a two-stage sampling design;

- First stage:
- Second stage:





Sampling Design

At the first stage,

Enumeration Areas were grouped by districts of similar socio-economic characteristics and by rural-urban location. The EAs were then drawn using Probability Proportional to Size.

1,088 Enumeration areas were selected





Sampling Design

At the second stage,

households which are the ultimate sampling units were drawn using Systematic Random Sampling.

10 households were randomly selected in each Enumeration Areas (1,0880)





Sample Size

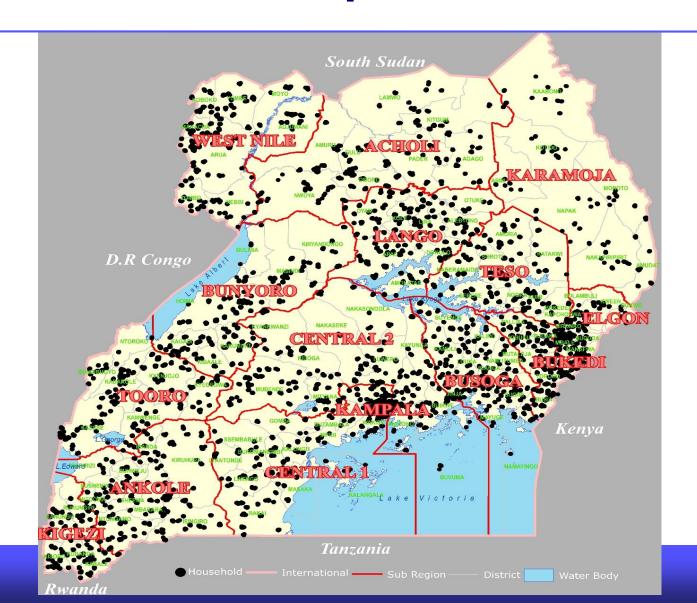
The determination of the sample size was based on the degree of precision desired for the survey estimates, cost and operational limitations; and the efficiency of the design.

9,338 households were fully covered in the survey





2021 NSDS Sample distribution







Completion rate

- National 9,338 (87%);
- Urban 3,179 (80%) and
- Rural 6,159 (92%)





Survey Instruments

Two types of questionnaires, namely;

- ☐ Household (Service User);
- □Institutional (Service Provider).

These were designed to ultimately establish the availability, accessibility, affordability, utilization and level of satisfaction of services.

other instruments; the interviewers' manual, sampling frame, and enumeration area maps





Survey Instruments..

- ☐ Household (Service User).
 - Household and member characteristics
 - Education (quality and access)
 - Health status (availability, quality and access)
 - Access to and use of water
 - Housing and sanitation
 - Energy use at household level
 - Agricultural services (extension, inputs, marketing and other agricultural issues)
 - Road infrastructure, water and air transport services
 - Involvement and participation in local council one activities, governance and management of public services





Survey Instruments..

- ☐ Institutional (Service Provider)
 - o **District** Assessed all service delivery
 - o Sub county- Assessed all service delivery
 - Community- Availability of services (Health, education, roads, markets etc), satisfaction with the service quality
 - Educational Availability and quality of services
 - Health Availability and quality of services



The 2021 NSDS Survey Process









4. Data collection (Aug –Dec 2021)

6. Report writing, Dissemination and Archiving



Data quality Control



- Use of Computer Assisted Personal Interviews with built in checks
- Field supervision (UBOS, MoPS)
- Standardization of questions
- Send data in real time for office reviewers and approval
- Office editing and checking of data consistencies