



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

[illegible]

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)

- **District** - Assessed all service delivery
- **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

I. Stakeholders consultation



2. Pretest



3. Training field staff



**4. Data collection
(Aug –Dec 2021)**



**5. Data Processing-
CAPI**

**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