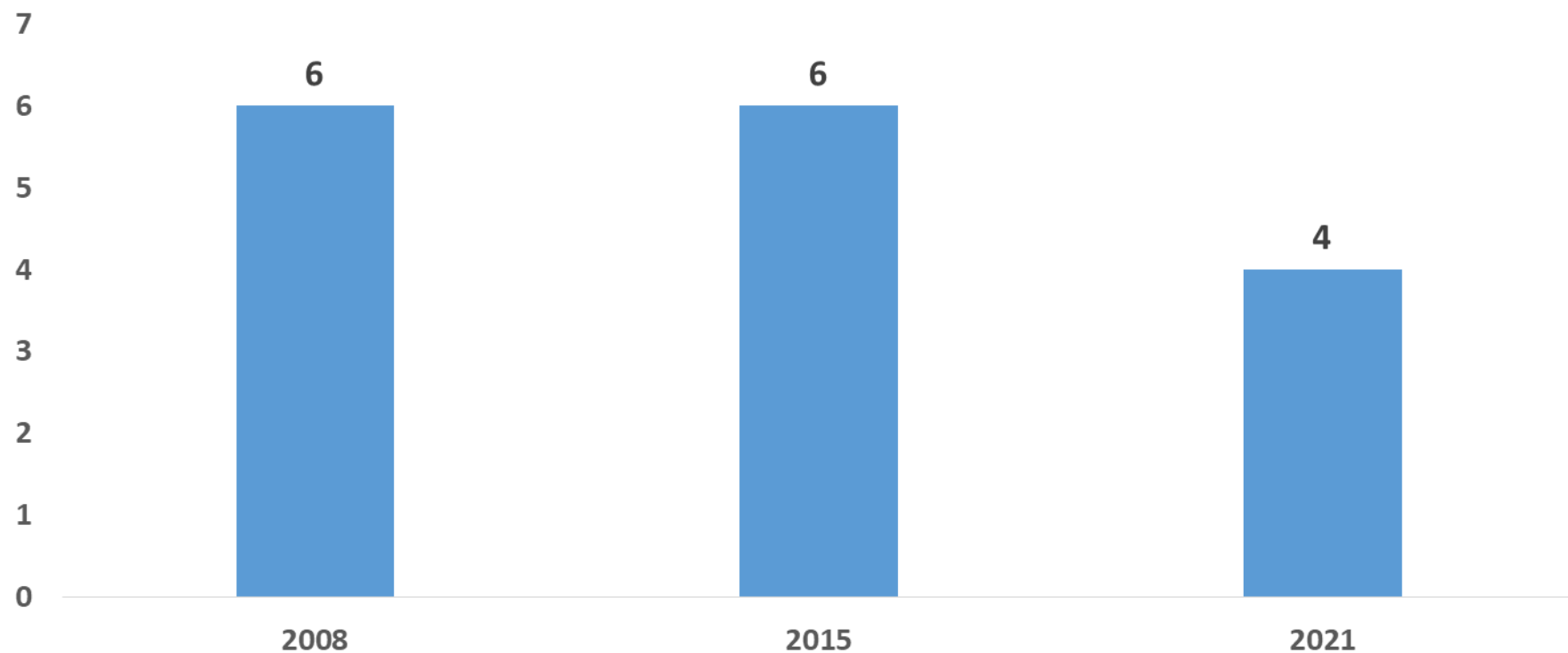

2021 NATIONAL SERVICE DELIVERY SURVEY

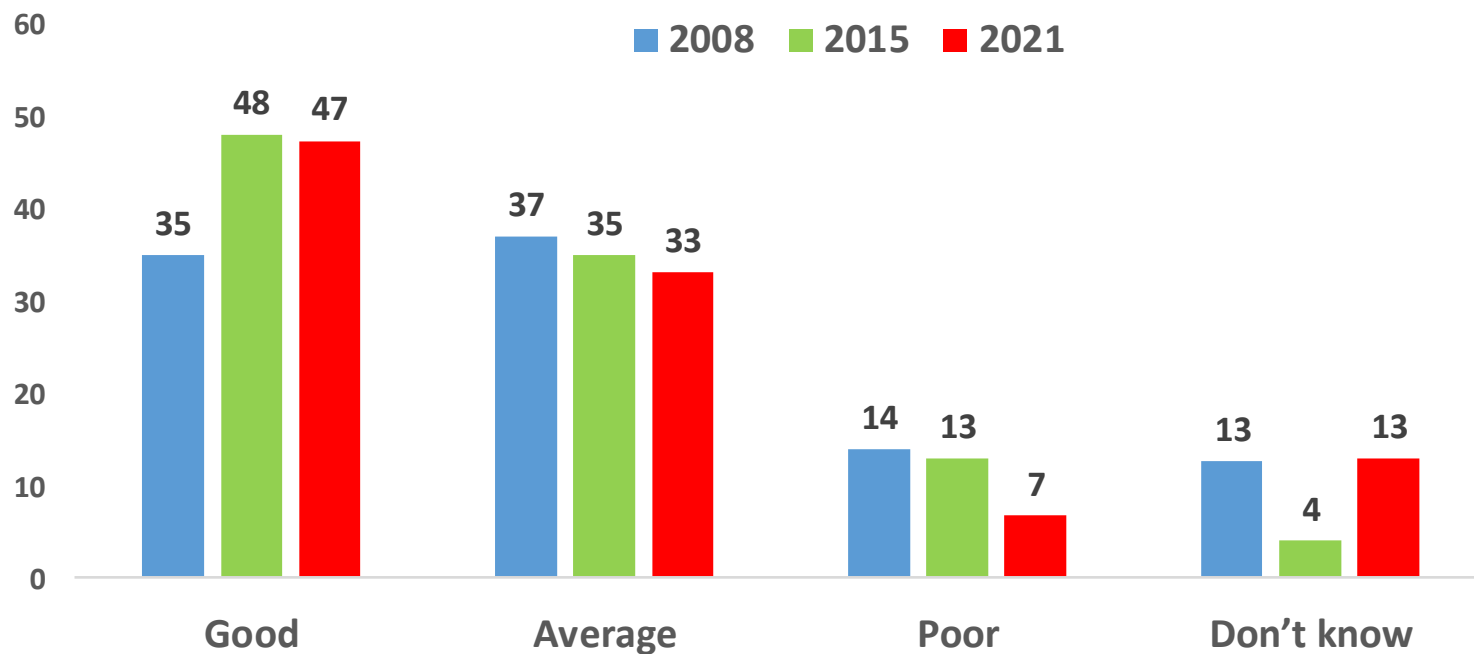
PUBLIC SECTOR MANAGEMENT

Dissemination Workshop
Held at UBOS Headquarters,
Kampala District
25th May 2022

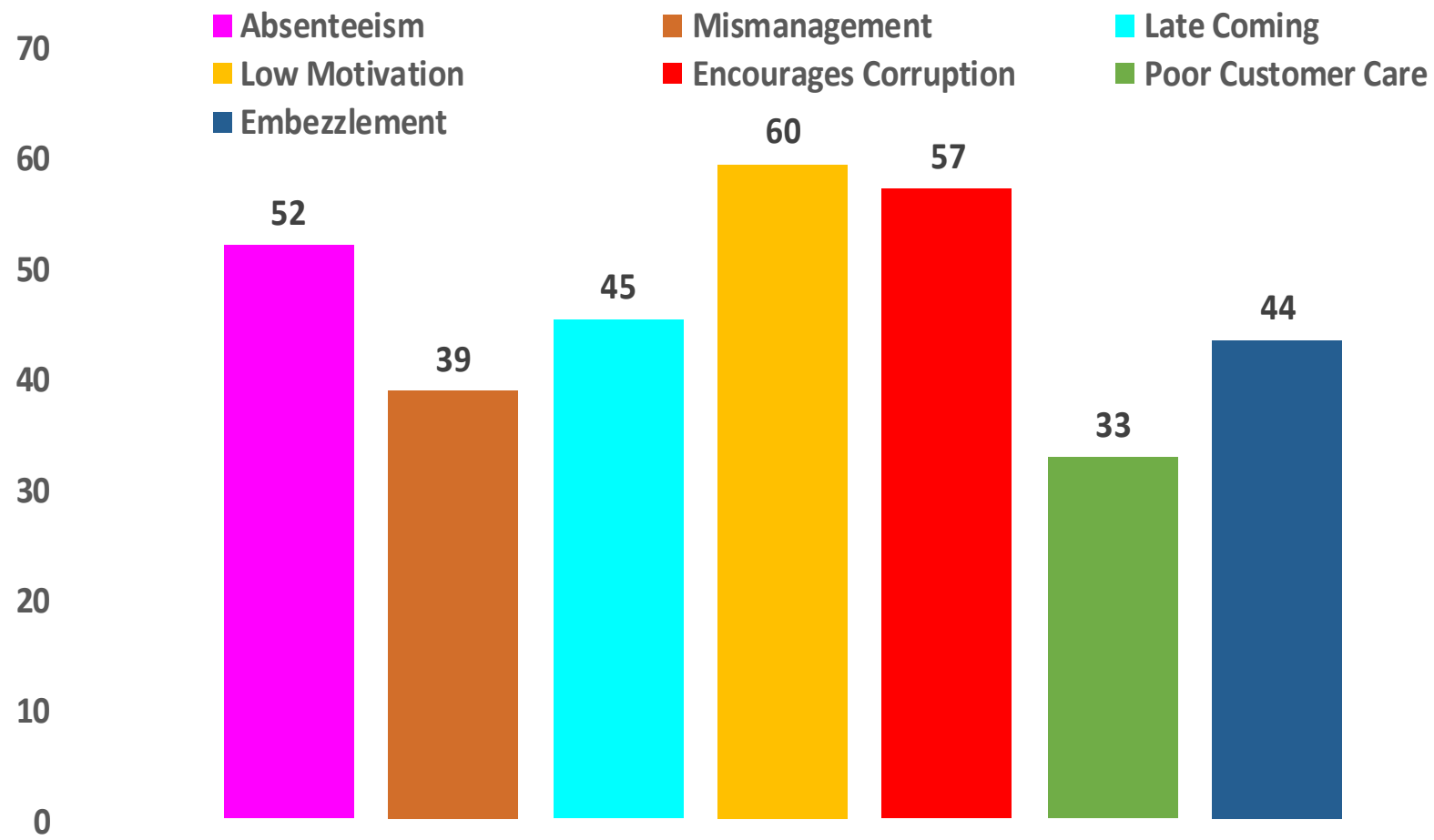
Proportion of households whereby any member is a government employee (%)



Rating of performance of public servants (%)

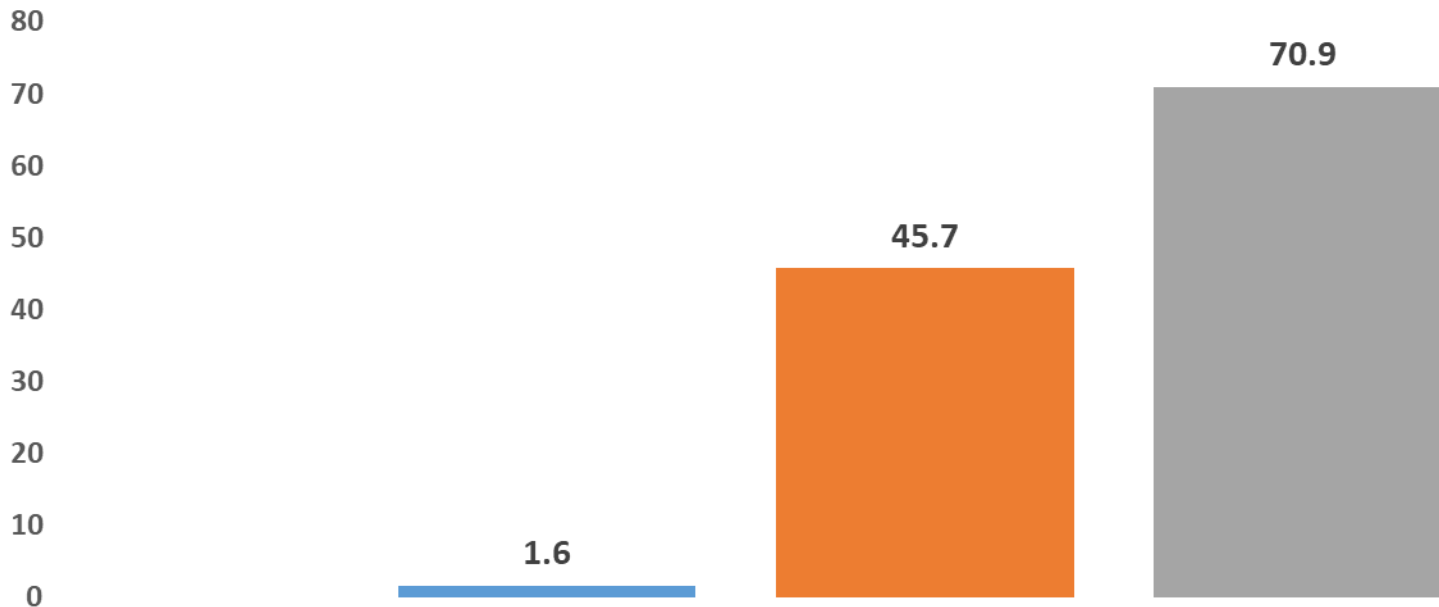


Respondents' perception on how level of pay affects service delivery (%)

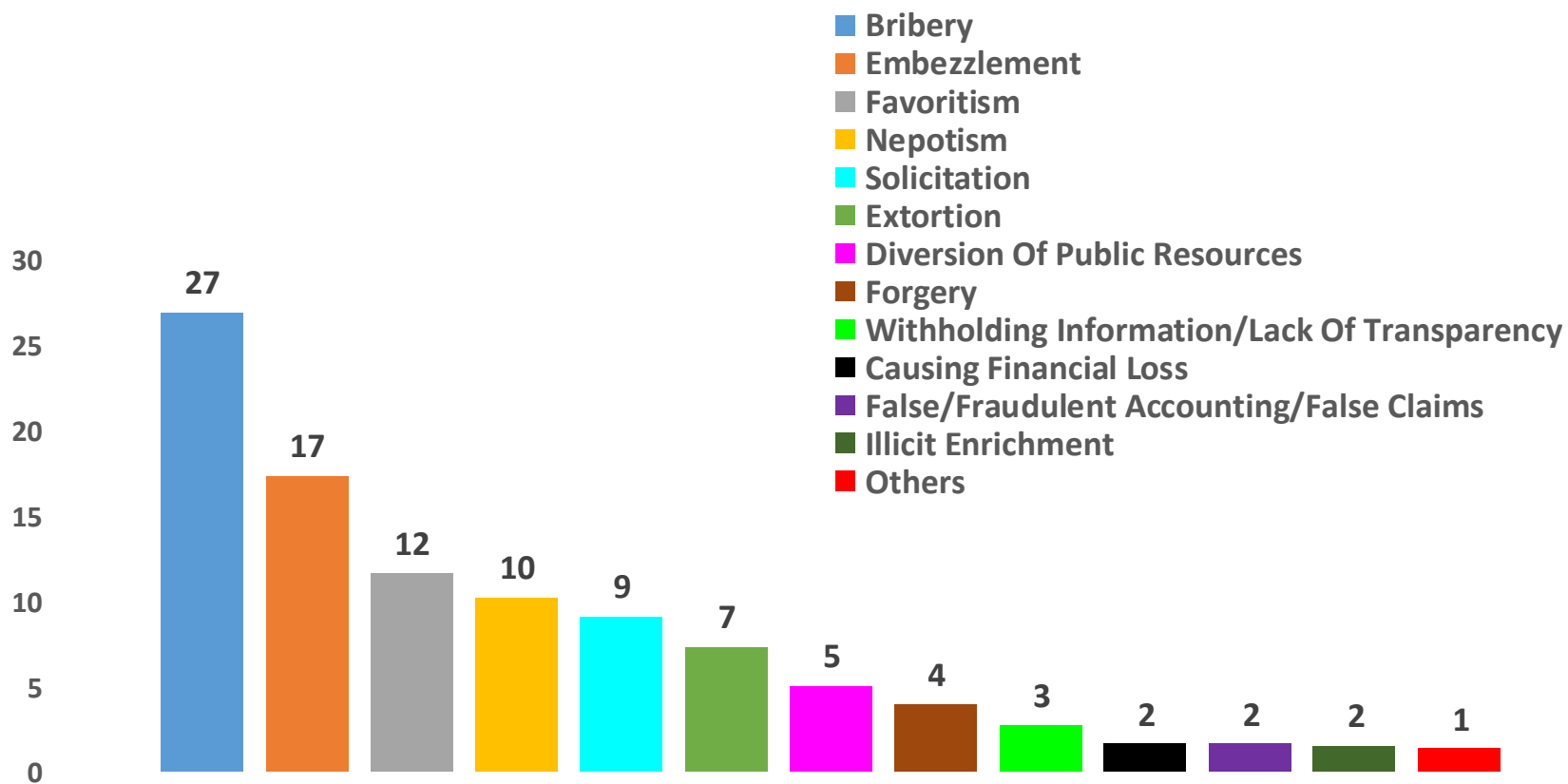


Households with a retired government employee who applied and receive pension (%)

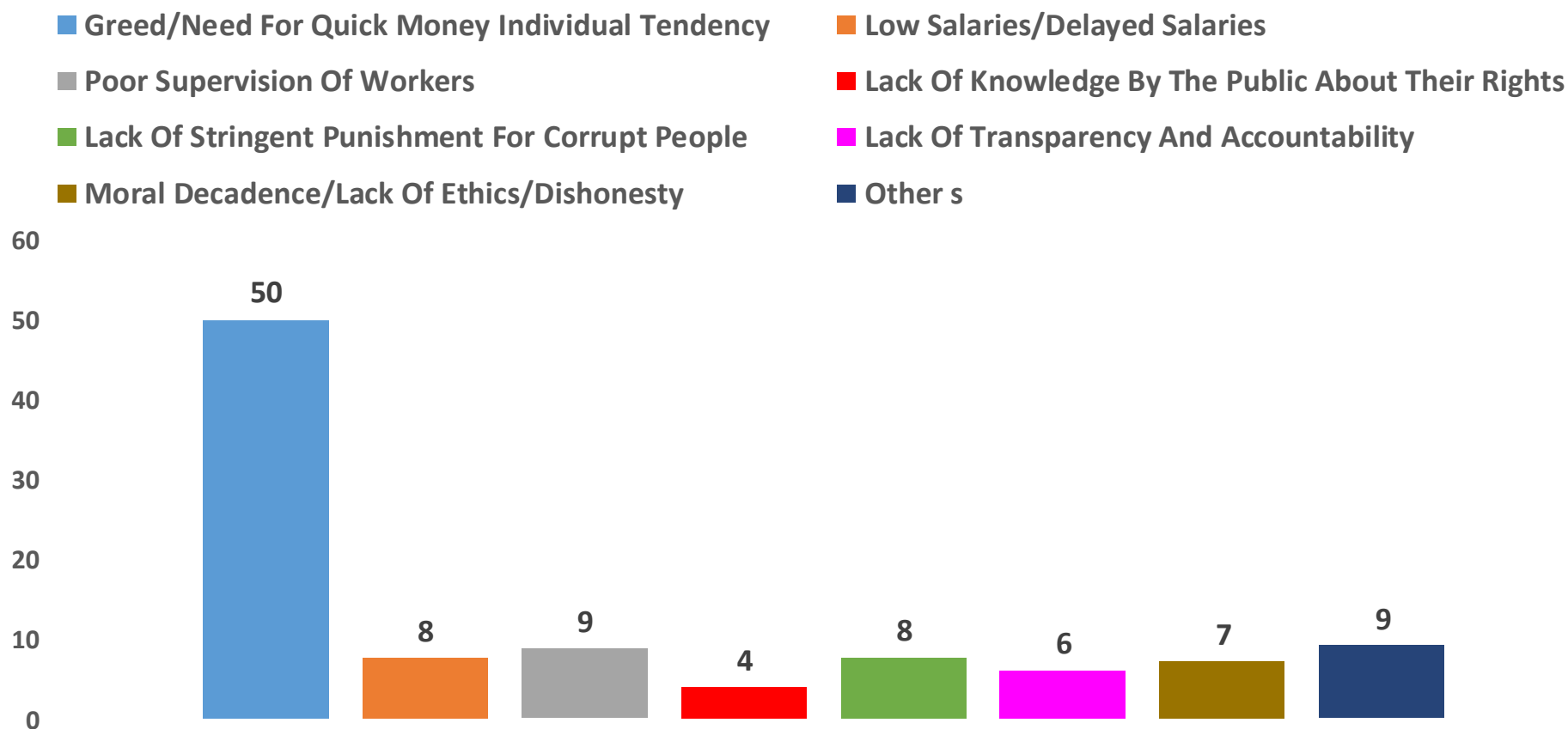
- Proportion with any member a retired government employee
- Proportion that applied for pension
- Proportion receiving pension



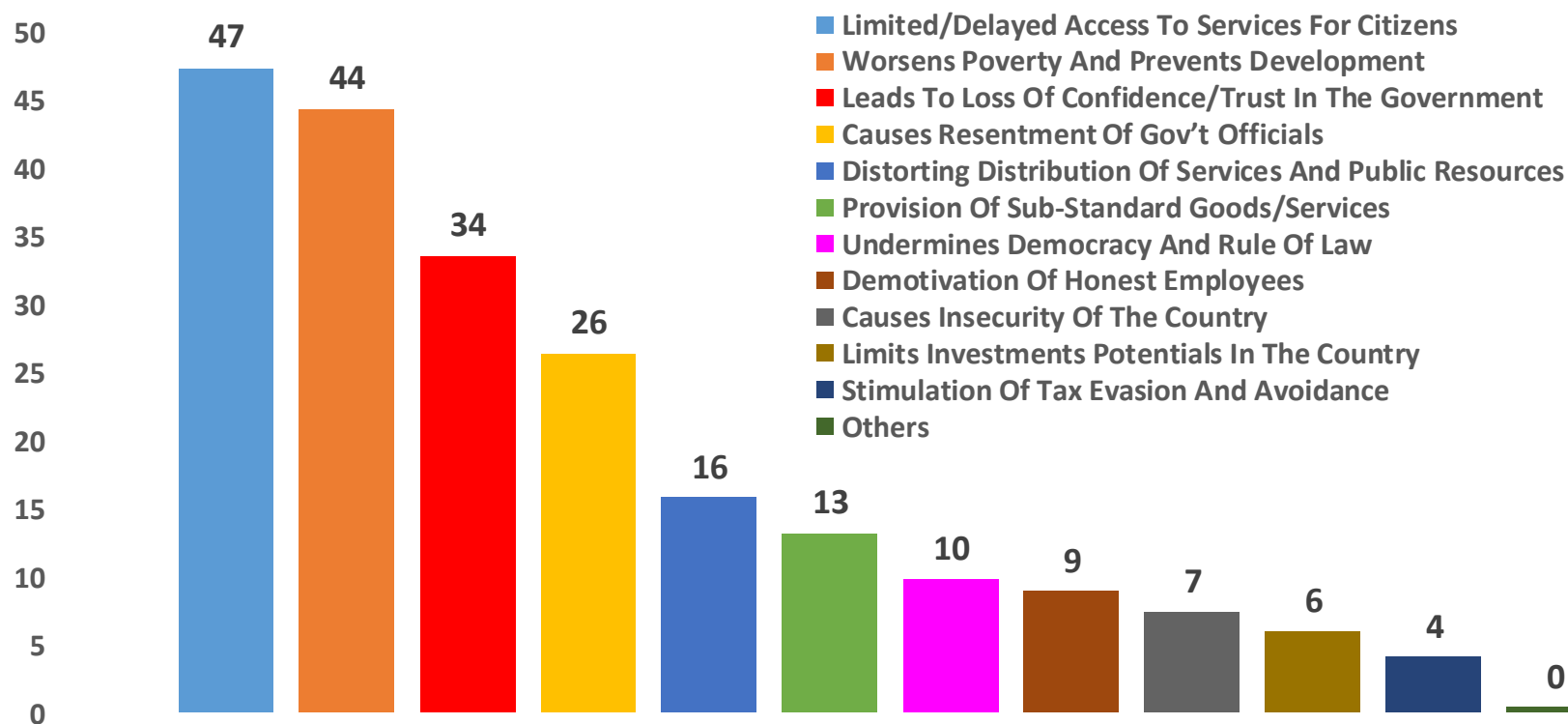
Prevalence of corruption in the public sector (%)



Perceived causes of corruption in the district (%)

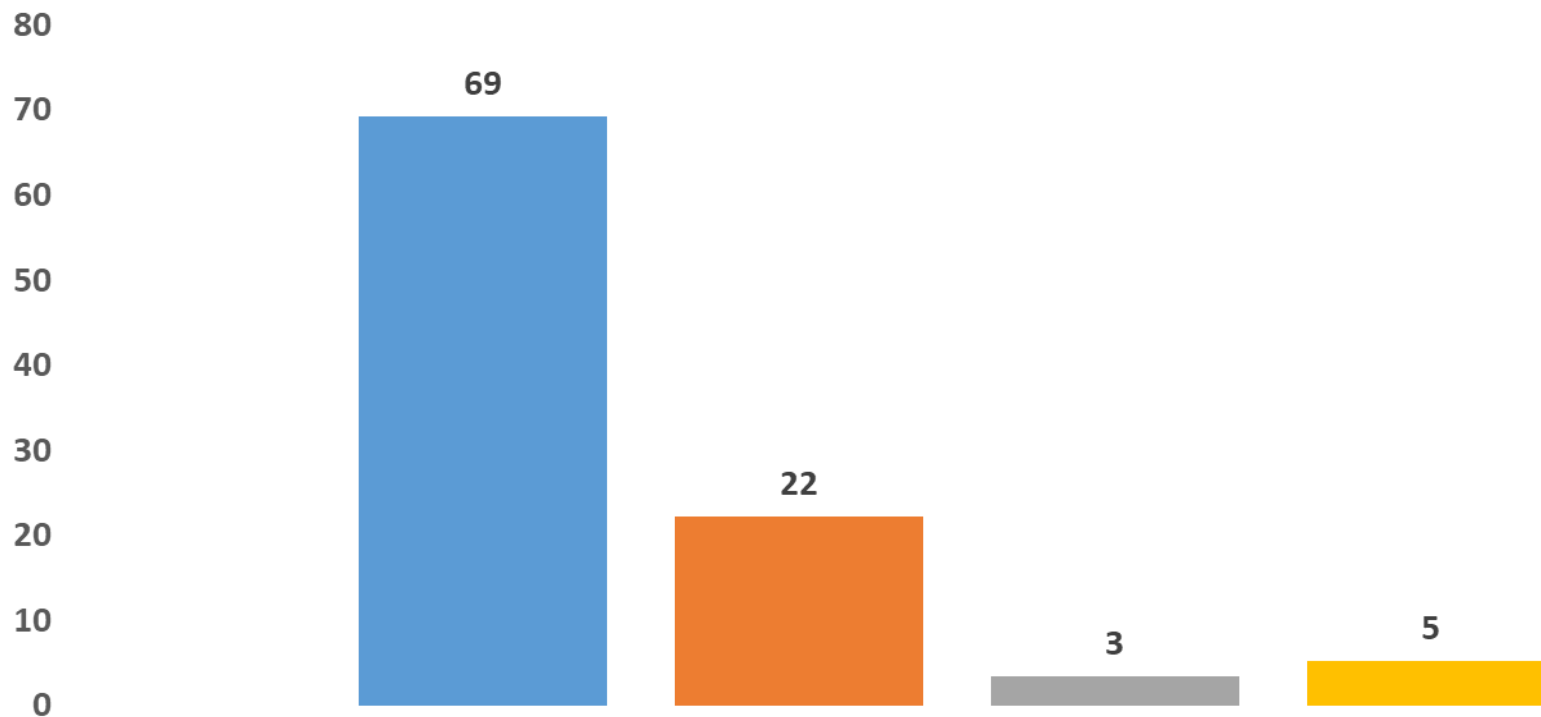


Perceived effects of corruption on people in the district (%)



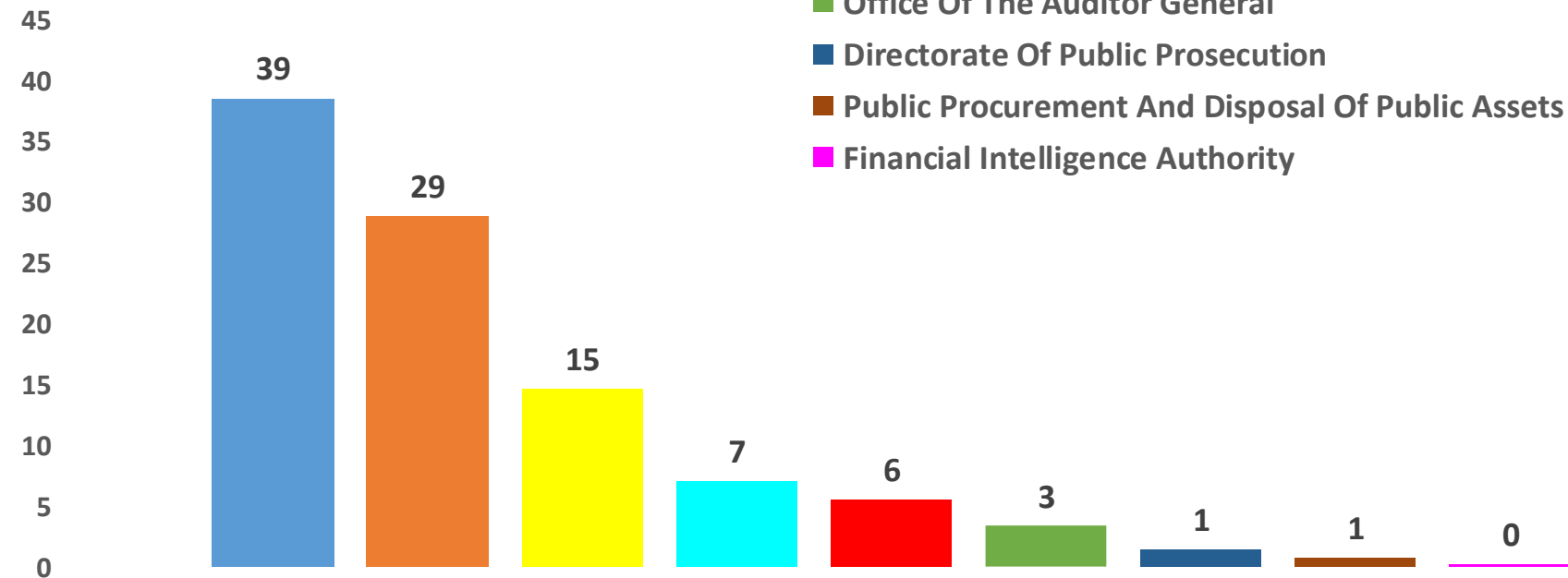
Perception on change in the forms of corruption the last 12 months (%)

■ Increased ■ Remained the same ■ Reduced ■ Don't know

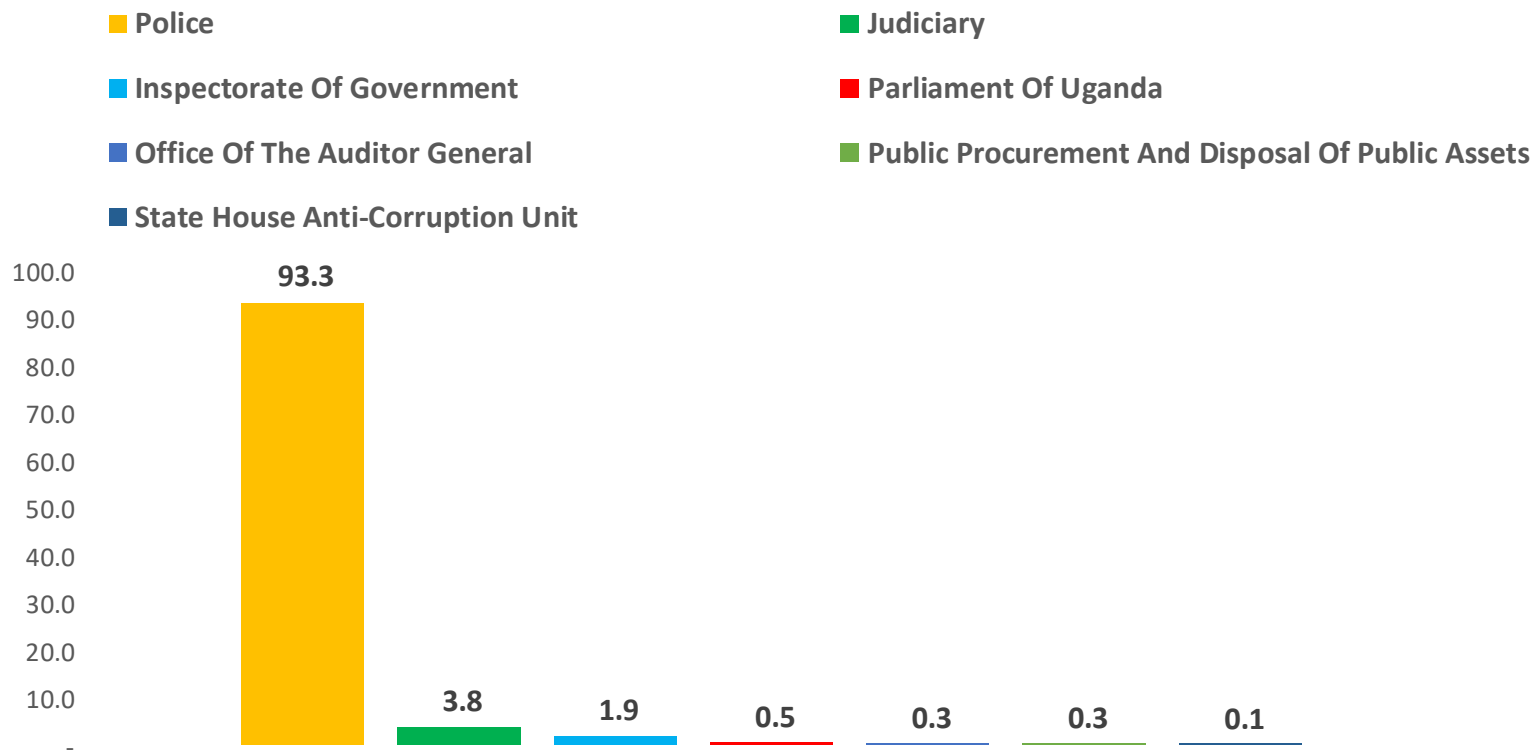


Knowledge of Anti-Corruption Institutions (%)

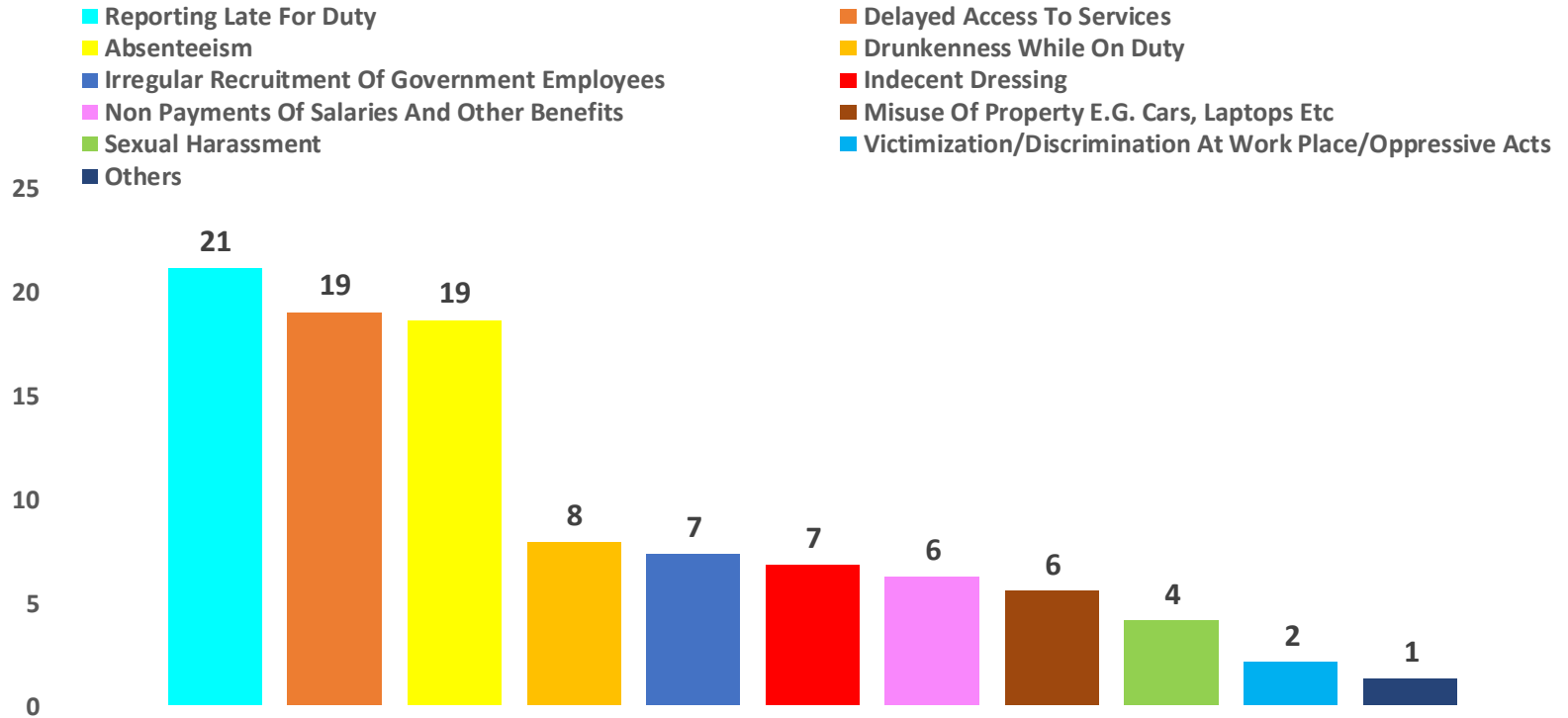
- Police
- Parliament Of Uganda
- Judiciary
- Inspectorate Of Government
- State House Anti-Corruption Unit
- Office Of The Auditor General
- Directorate Of Public Prosecution
- Public Procurement And Disposal Of Public Assets
- Financial Intelligence Authority



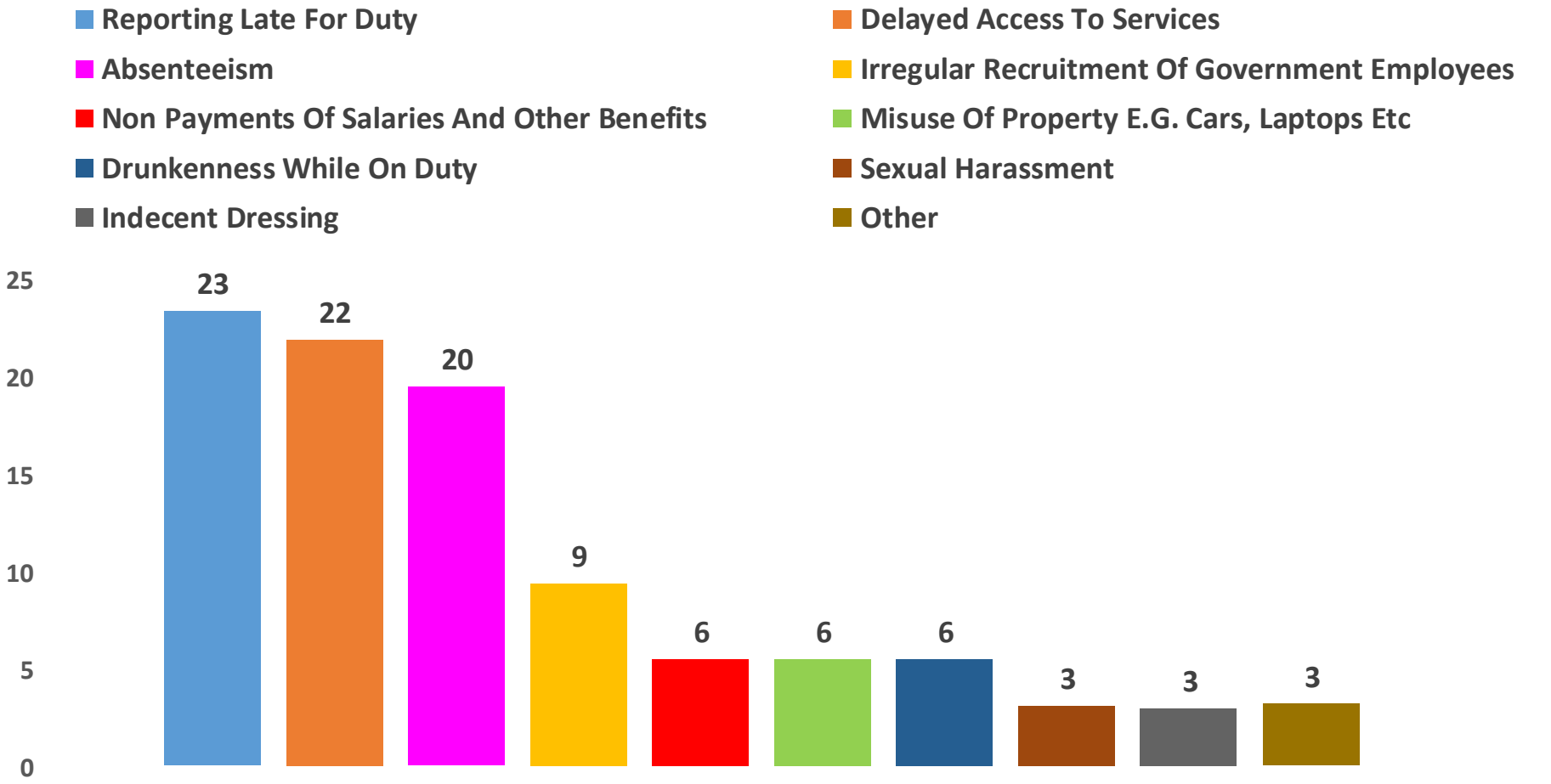
Proportion that have ever personally reported a complaint to Anti-Corruption Institutions (%)



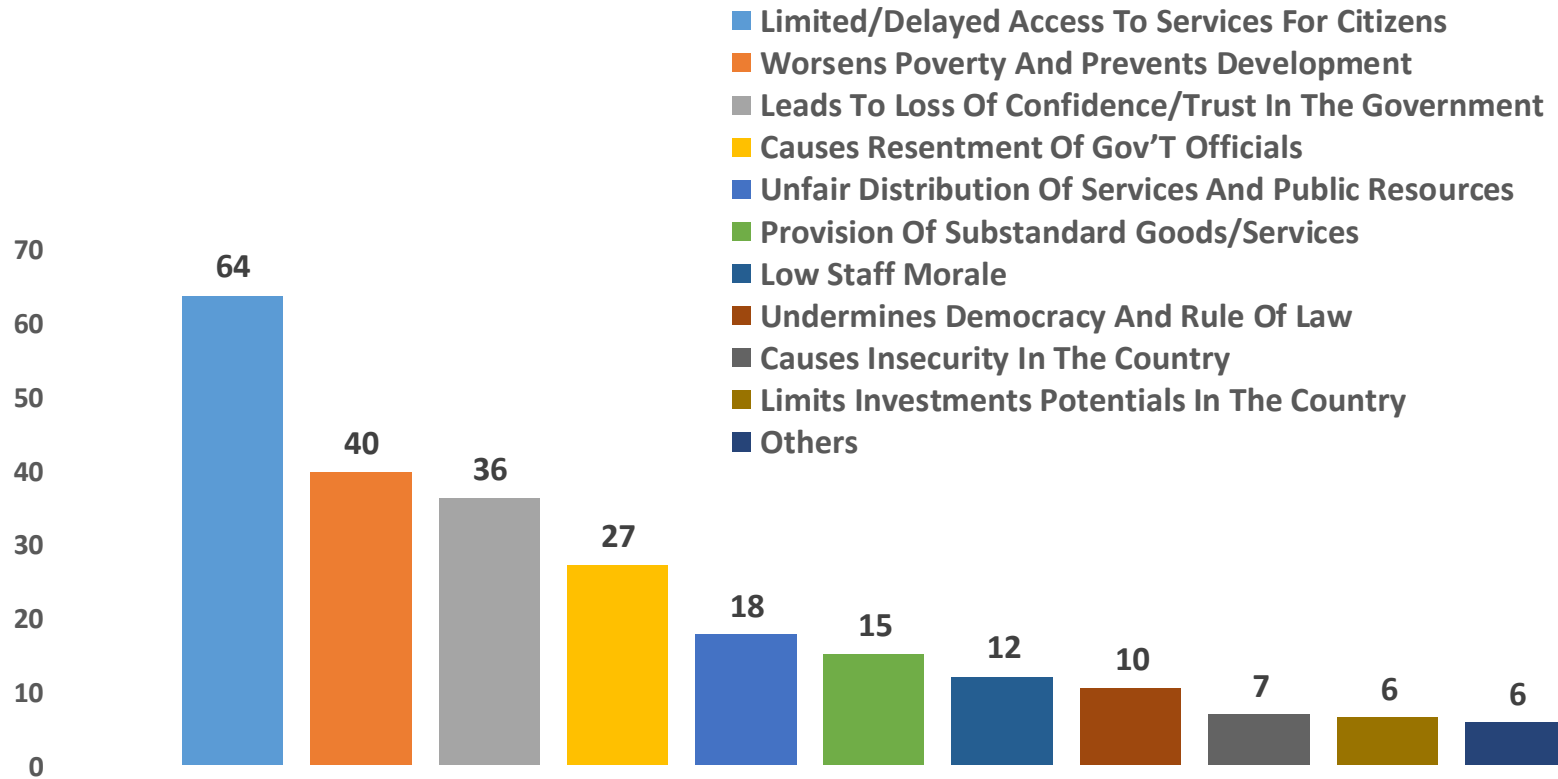
Perceived forms of maladministration in the district (%)



Proportion with the opinion that maladministration exists in the public sector (%)

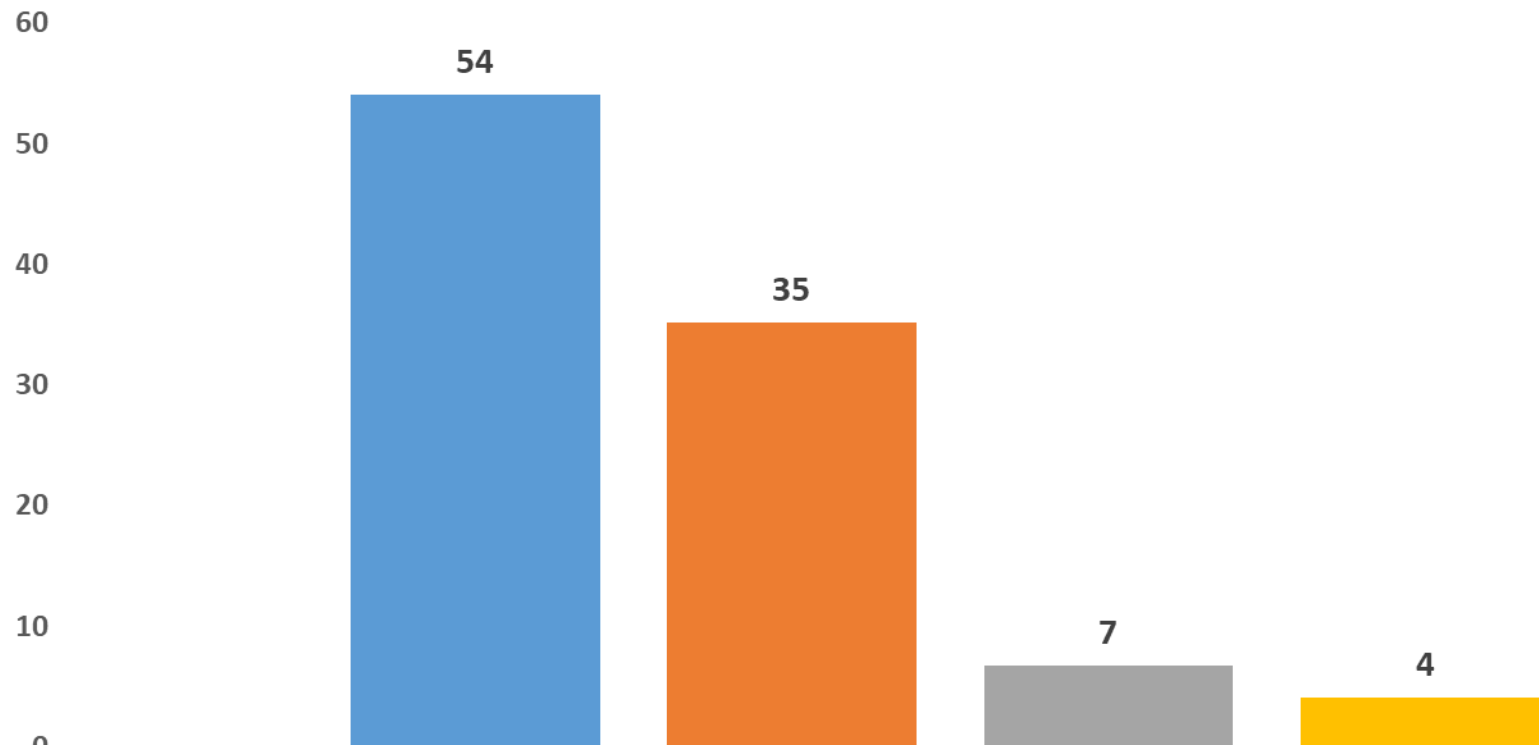


Perceptions on how maladministration in the public sector affect the districts (%)



Perception in the change of maladministration in the last 12 months (%)

■ Increased ■ Remained The Same ■ Reduced ■ Don't know



Summary of findings

Public Sector management

- About half of the households (47%) rated the performance of civil servants as good.
- 7 % of households rated the attitudes of civil servants as poor.
- 4 % of households reported having a member who was employed in Government service in 2021.

Summary of findings

Public Sector management

- Of the 4 % with a member employed by Government, 70 % reported that the salaries were paid on time.
- 19 % of the respondents believe that the pay of public servants is adequate.
- 46 % of those who had retired applied for their pension and seven in every ten household members were receiving it

Summary of findings

Public Sector management

- About two in every ten respondents (26%) reported bribery as the most common form of corruption existing in the public sector.
- Greed/need for quick money tendencies (50%) was perceived as the main cause of corruption in the public sector.
- Limited/delayed access to services for citizens (47%), worsens poverty and prevents development (44%) were cited as the leading effects of corruption.

Summary of findings

Public Sector management

- About seven in every ten respondent (69%) said corruption in Uganda had increased while only three % thought it has reduced.
- Respondents' suggestions on what they consider the most effective ways of tackling corruption was by strengthening enforcement of laws on corruption (30%).

Summary of findings

Public Sector management

- Uganda Police (39%), Parliament of Uganda (29%), Judiciary (15%) and Inspectorate of Government (7%) were the most known anti-corruption institutions in Uganda.
- Four in every ten respondents were aware of the efforts of Uganda Police to fight corruption.
- Respondents who had ever personally reported corruption to anti-corruption institution were more likely to report to Uganda Police (93%) followed by the Judiciary (4%)

Summary of findings

Public Sector management

➤ MALADMINISTRATION:

- The commonly known forms of Maladministration were reporting late for duty (21%) followed by delayed access to services and absenteeism both at 19 %.
- More than half of the respondents (54%) said that maladministration has increased in the district, thirty five % were of the view that it had remained the same while only seven % reported that it had reduced.

Summary of findings

Public Sector management

➤ MAL ADMINISTRATION:

- 77 % of the respondents believed that moral decadence existed and is caused mainly by peer influence (70%) and poverty (65%).
- Seven in every ten respondents identified family as the organization/institution to curb immorality followed by government (68%).

FOR MORE INFORMATION CONTACT

Physical Location

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