2021 NATIONAL SERVICE DELIVERY SURVEY

Presented by

Department of Social Survey and Censuses

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

JUSTICE LAW AND ORDER

PUBLIC SECTOR MANAGEMENT
Justice Law & Order is responsible for administering justice, maintaining law and order as well as promoting and protecting human rights.
Knowledge of Institutions for Arbitration and Conflict Resolution (%)

- Land Office: 16%
- High Court: 20%
- Magistrates Court: 36%
- Prisons: 38%
- LC III: 45%
- LC II: 48%
- Uganda Police: 92%
- LC I: 95%
<table>
<thead>
<tr>
<th>Organisation</th>
<th>Score</th>
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</thead>
<tbody>
<tr>
<td>Uganda Human Rights Commission</td>
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<tr>
<td>Inspectorate of Government</td>
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<tr>
<td>Administrator General</td>
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<tr>
<td>Ministry of Justice and Constitutional Affairs</td>
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<tr>
<td>Directorate of Public Prosecutions</td>
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<tr>
<td>Uganda Law Society</td>
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<tr>
<td>Equal Opportunities Commission</td>
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<tr>
<td>Uganda Law Reform Commission</td>
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<tr>
<td>Centre for Arbitration and Dispute...</td>
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</tr>
</tbody>
</table>
Households that had an Issue/Case that required institution (%)

<table>
<thead>
<tr>
<th>Institution</th>
<th>Rural</th>
<th>Urban</th>
<th>National</th>
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</thead>
<tbody>
<tr>
<td>Customary Courts</td>
<td>6.3</td>
<td>6.3</td>
<td>6.3</td>
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<tr>
<td>LC I</td>
<td>12.5</td>
<td>11.1</td>
<td>12.1</td>
</tr>
<tr>
<td>LC II</td>
<td>2.2</td>
<td>1.7</td>
<td>2.1</td>
</tr>
<tr>
<td>LC III</td>
<td>1.9</td>
<td>2.2</td>
<td>1.9</td>
</tr>
<tr>
<td>Uganda Police</td>
<td>5.2</td>
<td>6.7</td>
<td>5.6</td>
</tr>
<tr>
<td>Prisons</td>
<td>0.7</td>
<td>0.7</td>
<td>0.7</td>
</tr>
<tr>
<td>Magistrates Court</td>
<td>1.5</td>
<td>1.2</td>
<td>1.4</td>
</tr>
<tr>
<td>Land Office</td>
<td>3.5</td>
<td>2.9</td>
<td>3.3</td>
</tr>
<tr>
<td>Other institutions</td>
<td>4.3</td>
<td>7.9</td>
<td>6.7</td>
</tr>
<tr>
<td>Overall</td>
<td>4.6</td>
<td>5</td>
<td>4.9</td>
</tr>
</tbody>
</table>
Satisfaction with Services of Institutions /Courts (%)

- National: 77%
- Prisons: 40%
- Land Office: 53%
- Magistrates Court: 55%
- Uganda Police: 68%
- LC III: 72%
- LC I: 83%
- LC II: 83%
- Customary Courts: 89%
Summary of findings- JLOs

• Nationally, knowledge of LC I as a place for conflict resolution and arbitration was the highest (95%) followed by the Uganda Police (92%).

• Only five percent of the households had an issue that required any institution or court.

• Of the households that had an issue requiring an institution/Court, 50 percent had complaints followed by those that sought an administrative service (25%).

• Almost eight in every ten households (77%) were satisfied with the way their issue or case was handled by those institutions.
PUBLIC SECTOR MANAGEMENT
Proportion of households whereby any member is a government employee (%)
Rating of performance of public servants (%)

- Average: 2008 - 37, 2015 - 35, 2021 - 33
- Poor: 2008 - 14, 2015 - 13, 2021 - 7
- Don’t know: 2008 - 13, 2015 - 4, 2021 - 13
Respondents’ perception on how level of pay affects service delivery (%)
Households with a retired government employee who applied and receive pension (%)
Prevalence of corruption in the public sector (%)
Perceived causes of corruption in the district (%)

- Greed/Need For Quick Money Individual Tendency: 50
- Low Salaries/Delayed Salaries: 8
- Poor Supervision Of Workers: 9
- Lack Of Stringent Punishment For Corrupt People: 4
- Lack Of Knowledge By The Public About Their Rights: 8
- Lack Of Transparency And Accountability: 6
- Moral Decadence/Lack Of Ethics/Dishonesty: 7
- Others: 9
Perceived effects of corruption on people in the district (%)

- Limited/Delayed Access To Services For Citizens: 47%
- Worsens Poverty And Prevents Development: 44%
- Leads To Loss Of Confidence/Trust In The Government: 34%
- Causes Resentment Of Gov’t Officials: 26%
- Distorting Distribution Of Services And Public Resources: 16%
- Provision Of Sub-Standard Goods/Services: 13%
- Undermines Democracy And Rule Of Law: 10%
- Demotivation Of Honest Employees: 9%
- Causes Insecurity Of The Country: 7%
- Limits Investments Potentials In The Country: 6%
- Stimulation Of Tax Evasion And Avoidance: 4%
- Others: 0%
Perception on change in the forms of corruption the last 12 months (%)
Knowledge of Anti-Corruption Institutions (%)
Proportion that have ever personally reported a complaint to Anti-Corruption Institutions (%)

- Police: 93.3%
- Inspectorate Of Government: 3.8%
- Office Of The Auditor General: 1.9%
- Parliament Of Uganda: 0.5%
- Public Procurement And Disposal Of Public Assets: 0.3%
- State House Anti-Corruption Unit: 0.3%
- Judiciary: 0.1%
Perceived forms of maladministration in the district (%)

- Reporting Late For Duty: 21%
- Delayed Access To Services: 19%
- Absenteeism: 19%
- Irregular Recruitment Of Government Employees: 8%
- Non Payments Of Salaries And Other Benefits: 7%
- Drunkenness While On Duty: 6%
- Indecent Dressing: 6%
- Irregular Recruitment Of Government Employees: 4%
- Misuse Of Property E.G. Cars, Laptops Etc: 2%
- Sexual Harassment: 1%
- Others: 0%
- Victimization/Discrimination At Work Place/Oppressive Acts: 1%
Proportion with the opinion that maladministration exists in the public sector (%)

- Reporting Late For Duty: 23
- Absenteeism: 22
- Non Payments Of Salaries And Other Benefits: 20
- Drunkenness While On Duty: 9
- Indecent Dressing: 6
- Delayed Access To Services: 6
- Irregular Recruitment Of Government Employees: 6
- Misuse Of Property E.G. Cars, Laptops Etc: 3
- Sexual Harassment: 3
- Other: 3
Perceptions on how maladministration in the public sector affect the districts (%)

- Limited/Delayed Access To Services For Citizens: 64%
- Worsens Poverty And Prevents Development: 40%
- Leads To Loss Of Confidence/Trust In The Government: 36%
- Causes Resentment Of Gov’T Officials: 27%
- Unfair Distribution Of Services And Public Resources: 18%
- Provision Of Substandard Goods/Services: 15%
- Low Staff Morale: 12%
- Undermines Democracy And Rule Of Law: 10%
- Causes Insecurity In The Country: 7%
- Limits Investments Potentials In The Country: 6%
- Others: 6%
Perception in the change of maladministration in the last 12 months (%)

- Increased: 54%
- Remained The Same: 35%
- Reduced: 7%
- Don’t know: 4%
Summary of findings- Public Sector management

• Four percent of respondents reported having a household member who was a government employee.

• About half of the households (47%) rated the performance of civil servants as good.

• Bribery (27%), embezzlement (17%) and nepotism (10%) were perceived as the three most common forms of corruption.

• Greed/need for quick money tendencies (50%), was perceived as a leading causes of corruption in Uganda.
Summary of findings- Public Sector management

- Limited/delayed access to services for citizens (47%) was the main perceived effect of corruption.
- Nearly seven in every ten respondent (69%) said that corruption in Uganda had increased.
- 54 percent of the respondents said that maladministration has increased.
- Similarly, limited/delayed access to services (64%) was perceived as the main cause of maladministration.
FOR MORE INFORMATION CONTACT

Physical Location

<table>
<thead>
<tr>
<th>Head Quarter offices</th>
<th>Branch Office</th>
<th>Regional Offices</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statistics House</td>
<td>UBOS. Plot 10 - 11, Airport Road, P.O. Box 13, Uganda, Entebbe; Telephone: +256 414 320741</td>
<td>Mbarara District</td>
</tr>
<tr>
<td>Plot 9, Colville Street</td>
<td>P.O. Box 13, Uganda, Entebbe ; Telephone: +256 414 320741</td>
<td>Gulu District</td>
</tr>
<tr>
<td>P.O.Box 7186</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kampala – Uganda</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Telephone: +256 414 706000</td>
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