National Service Delivery Survey Overview

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Executive Director
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About Uganda Bureau Of Statistics

The Uganda Bureau of Statistics (UBOS) is a semi-autonomous body established by an Act of Parliament (1998)

The Act provides for the development and maintenance of a National Statistical System (NSS) to ensure collection, analysis and publication of integrated, relevant, reliable and timely statistical information
About Uganda Bureau Of Statistics

**Vision**
Striving to become a World Class National Statistics Office

**Mission**
To Coordinate the NSS and provide quality statistics and statistical services that support development processes.

**Strategy goal**
To develop and maintain an integrated coherent and reliable NSS
SURVEY BACKGROUND

In 1992, the decentralization policy transferred substantial planning and service delivery functions from the central government to the local governments.

Implementation of these plans requires regular monitoring if provision of services at the grass roots is to be enhanced.

Thus the implementation of the National Service Delivery Survey (NSDS).
NSDS IMPLEMENTATION SERIES

BASELINE
SERVICE DELIVERY SURVEY

Conducted by
- CIET International
- UNICEF

1st NSDS
Conducted by
- DCI
- MoPS
- UBOS

2nd NSDS
Conducted by
- MoPS
- UBOS

3rd NSDS
Conducted by
- MoPS
- UBOS

4th NSDS
Conducted by
- DFID
- MoPS
- UBOS

5th NSDS
Conducted by
- MoPS
- UBOS
- Accountability Sector

1995/96
piloted in nine districts

Services covered
- Health
- Agricultural extension programme
- Custom services (Uganda Revenue Authority)

2002

Services covered
- Education,
- Health,
- Road Infrastructure,
- Water & sanitation
- Agriculture and Veterinary extension services
- Governance

2004

Services covered
- Education,
- Health,
- Road Infrastructure,
- Water & sanitation
- Agriculture and Veterinary extension services
- Governance

2008

Services covered
- Education,
- Health,
- Road Infrastructure,
- Water & sanitation
- Agriculture and Veterinary extension services
- Governance

2015

Services covered
- Education,
- Health,
- Road Infrastructure,
- Water & sanitation
- Agriculture and Veterinary extension services
- Governance

2021

Services covered
- Education,
- Health,
- Road Infrastructure,
- Water & sanitation
- Agriculture and Veterinary extension services
- Governance
- ICT
NSDS 2021 is the fifth service delivery survey conducted by Uganda Bureau of Statistics (UBOS) in collaboration with the Ministry of Public Service (MoPS).

The survey is implemented every 5 (five) years in all existing districts at that time.
To establish the Availability, Accessibility, Affordability and Utilization of services,

And whether service recipients are satisfied with the trends in service delivery, in terms of coverage, quantity and quality.
To identify constraints and gaps in the provision of selected government services by sectors.

To provide recommendations for improvement in service delivery.

To measure changes in service delivery in selected sectors.

To provide up to date information on the performance and impact of selected public services.
146 Districts stratified in 15 statistical sub-regions namely:

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<tr>
<th>CENTRAL REGION</th>
<th>EASTERN REGION</th>
<th>NORTHERN REGION</th>
<th>WESTERN REGION</th>
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<tr>
<td>Kampala</td>
<td>Bukedi</td>
<td>Acholi</td>
<td>Ankole</td>
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<td>Buganda North</td>
<td>Busoga</td>
<td>Karamoja</td>
<td>Bunyoro</td>
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<td>Buganda South</td>
<td>Elgon</td>
<td>Lango</td>
<td>Kigezi</td>
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<td></td>
<td>Teso</td>
<td>West-Nile</td>
<td>Tooro</td>
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Comprised of three modules;

• Household module - sought information from households

• Community/Service Provider - information from services available in their communities

• Schools, Health Centers and District Level Service provider.
2021 NSDS – sector coverage

- Education, Health,
- Water and Sanitation,
- Environmental Management,
- Energy Use and Minerals,
- Lands and Housing Conditions;
- Justice, Law and Order, Agricultural services,
- Transport services (Road Infrastructure, Water and Air transport),
- Public Sector Management and Accountability; and Projects implemented
Estimates have been generated at THE REPUBLIC OF UGANDA.
DATA UTILIZATION

UBOS calls upon all stakeholders to;

• utilize the wealth of data collected and availed over the years
• undertake in-depth empirical analysis

so as to better inform future policy formulation, implementation and monitoring of service delivery.
If you can see Data's fundamental value
learn how to extract it, analyze it, use it
there will be huge rewards.

Remember good Data beats Opinion
VOTE OF THANKS

Grateful to Government of Uganda and the European Union for providing the required funds that enabled UBOS to carry out the survey.

I appreciate the World Bank for supporting us in the printing of the final report.
VOTE OF THANKS

The National Service Delivery Survey 2021 would not have been possible without teamwork and dedication from Various MDAs and individuals who contributed invaluable time, ideas, and wealth of experiences.

Am highly indebted to all field staff who administered the survey tools.
VOTE OF THANKS

I extend my gratitude to the Inter-Ministerial Steering Committee, Inter-Ministerial Technical Committee, Survey management team, Individual households and service providers, MDAs and LGs, Communication and dissemination team, The media fraternity and all here present.
Thank you for listening