



UGANDA BUREAU OF STATISTICS



THE REPUBLIC OF UGANDA

National Service Delivery Survey Overview

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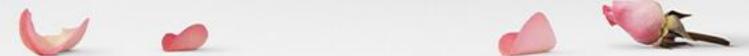
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About Uganda Bureau Of Statistics



THE REPUBLIC OF UGANDA

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



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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



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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



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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 and
- Governance

2004

Services covered

indicators under the Poverty Eradication Action Plan (PEAP)

2008

Services covered

indicators under the Poverty Eradication Action Plan (PEAP)

2015

Services covered

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

2021

Services covered

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



about the NSDS 2021



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.





2021 NSDS – MAIN OBJECTIVES



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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

.



2021 NSDS – SPECIFIC OBJECTIVES

To provide up to date information on the performance and impact of selected public services

To measure changes in service delivery in selected sectors.



To identify constraints and gaps in the provision of selected government services by sectors

To provide recommendations for improvement in service delivery;





2021 NSDS - COVERAGE



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146 Districts stratified in 15 statistical sub-regions namely;

| CENTRAL REGION | EASTERN REGION | NORTHERN REGION | WESTERN REGION |
|-----------------------|-----------------------|------------------------|-----------------------|
| Kampala | Bukedi | Acholi | Ankole |
| Buganda North | Busoga | Karamoja | Bunyoro |
| Buganda South | Elgon | Lango | Kigezi |
| | Teso | West-Nile | Tooro |



2021 NSDS - MODULES



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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

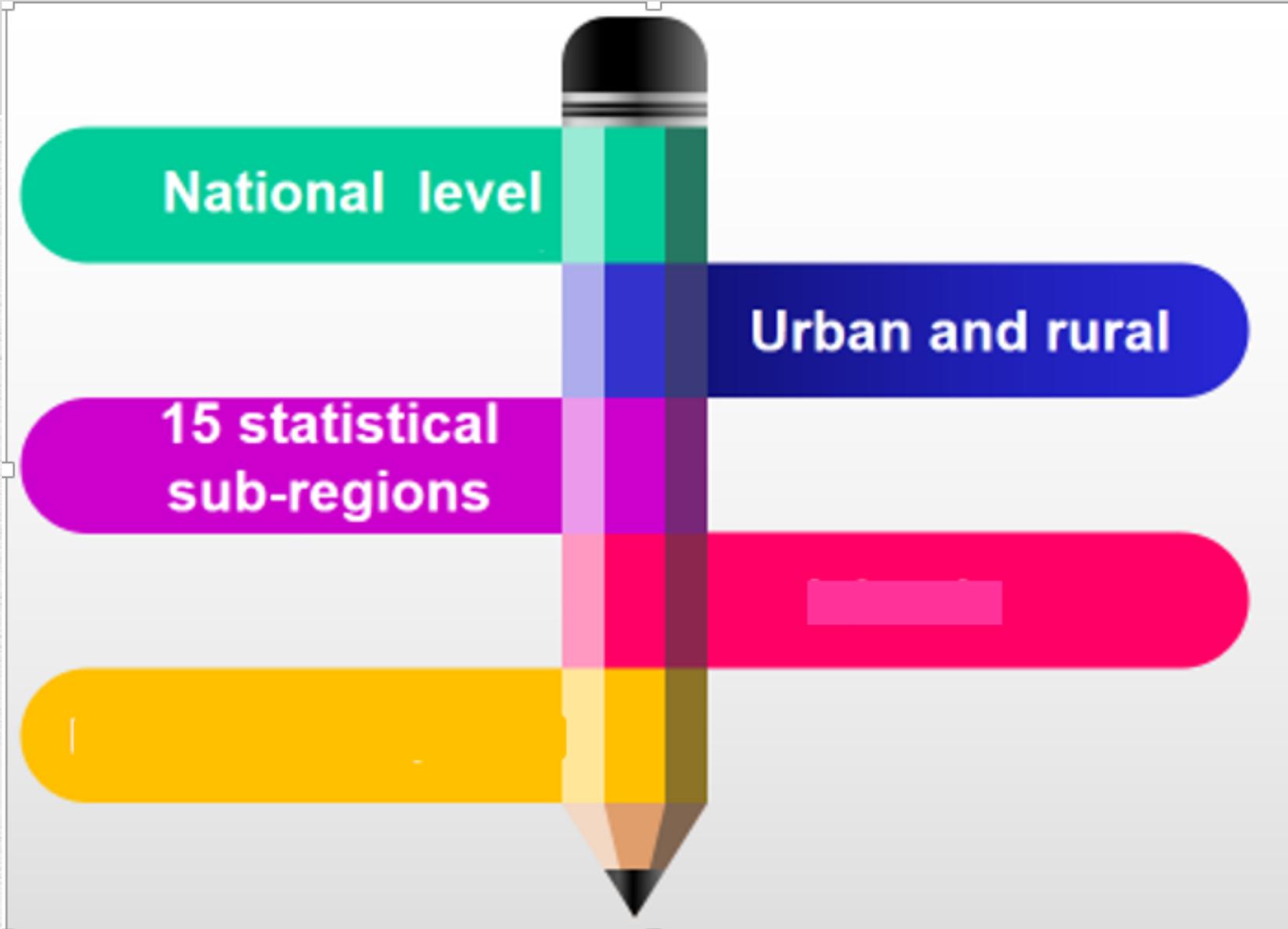


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- Education, Health,
- Water and Sanitation,
- Environmental Management,
- Energy Use and Minerals,
- Lands and Housing Conditions;
- Justice, Law and Order, Agricultural services,
- Transport services (Road Infrastructure, Water and Air transport),
- Public Sector Management and Accountability; and
Projects implemented



Estimates have been generated at





DATA UTILIZATION



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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.

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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



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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.

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VOTE OF THANKS



THE REPUBLIC OF UGANDA

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



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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





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Thank you
for listening

