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# 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

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JUSTICE LAW AND ORDER



PUBLIC SECTOR MANAGEMENT

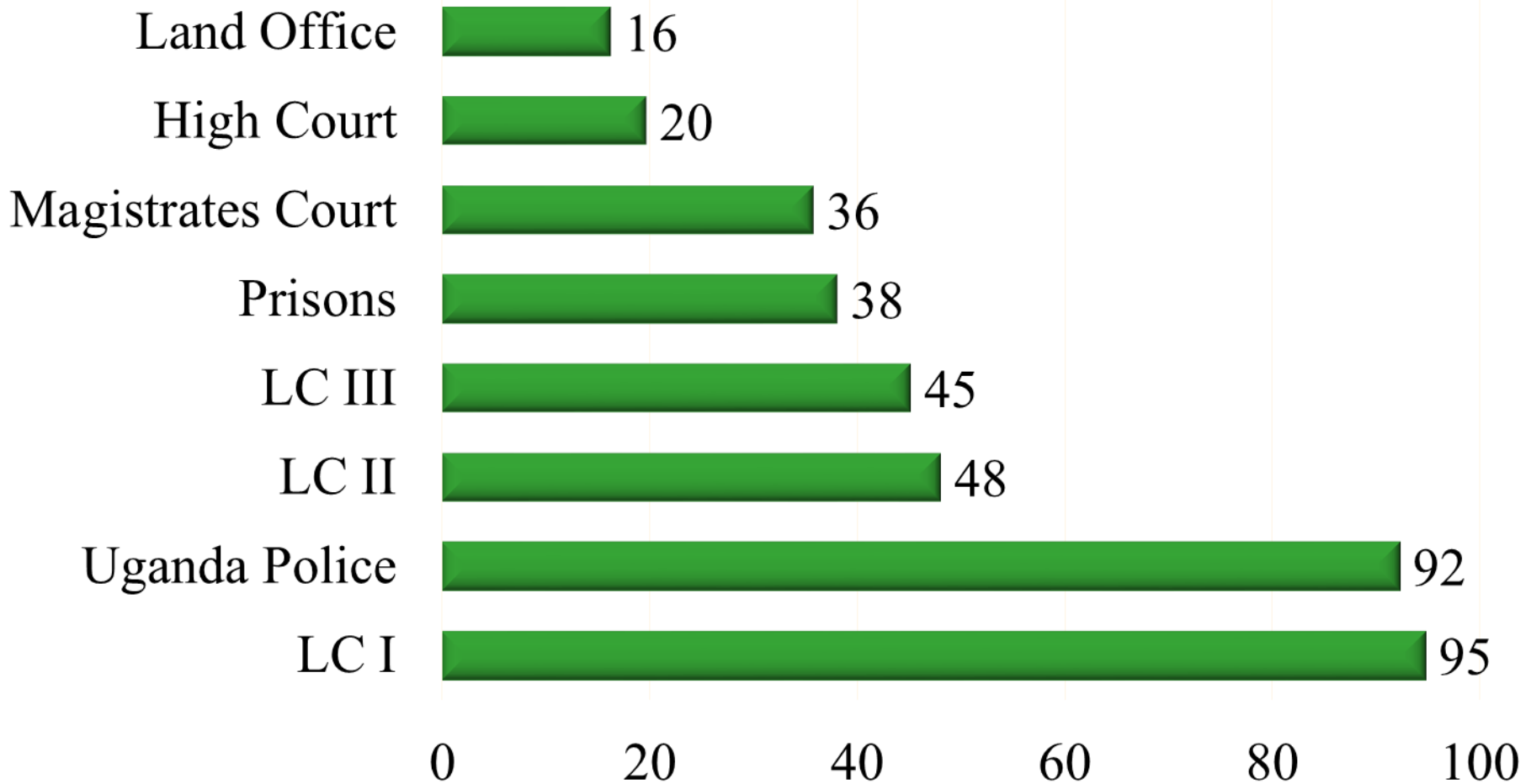
# JUSTICE, LAW & ORDER



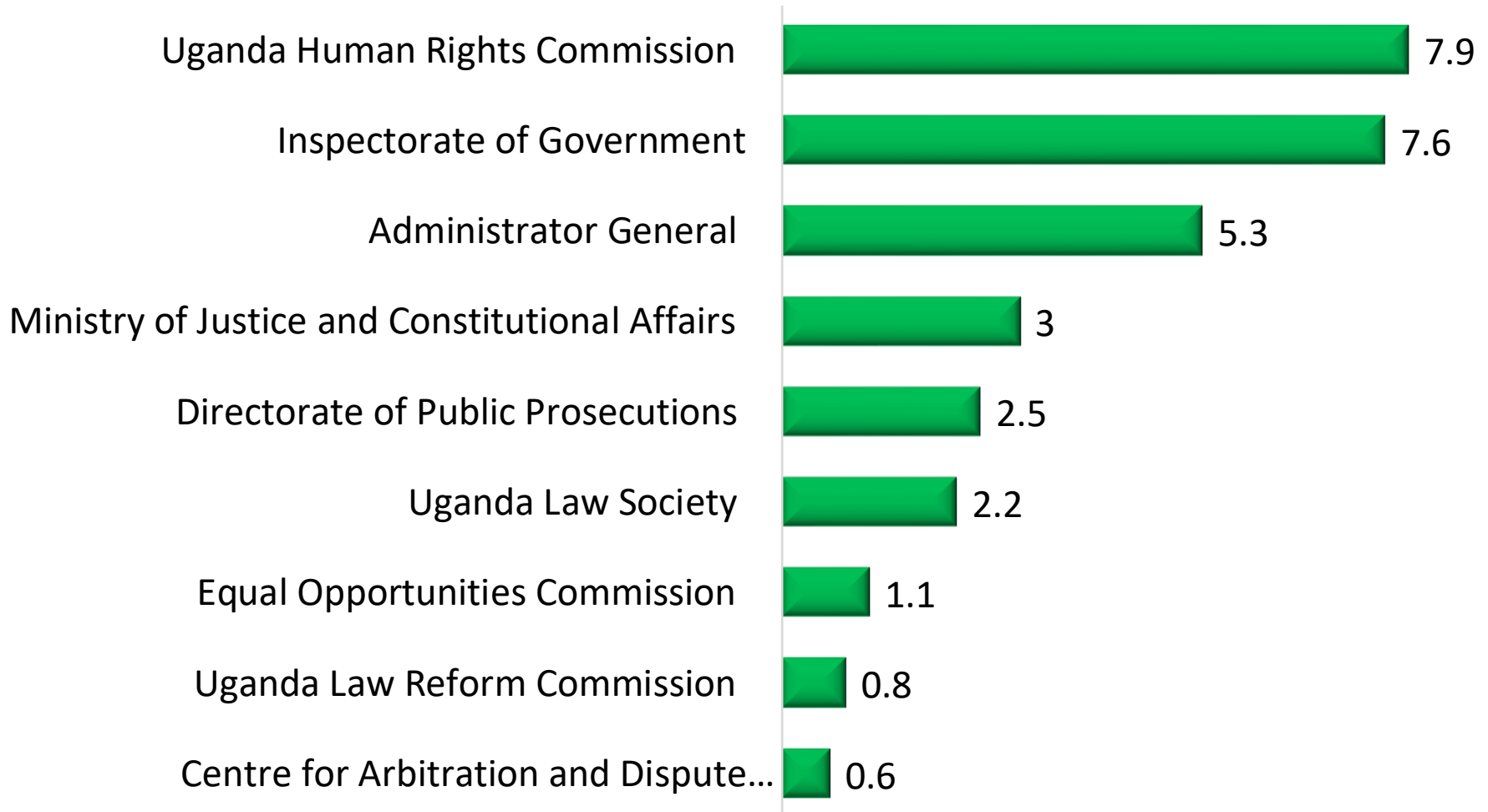
**Justice Law & Order is responsible for administering justice, maintaining law and order as well as promoting and protecting human rights.**



# Knowledge of Institutions for Arbitration and Conflict Resolution (%)



# Knowledge continued..



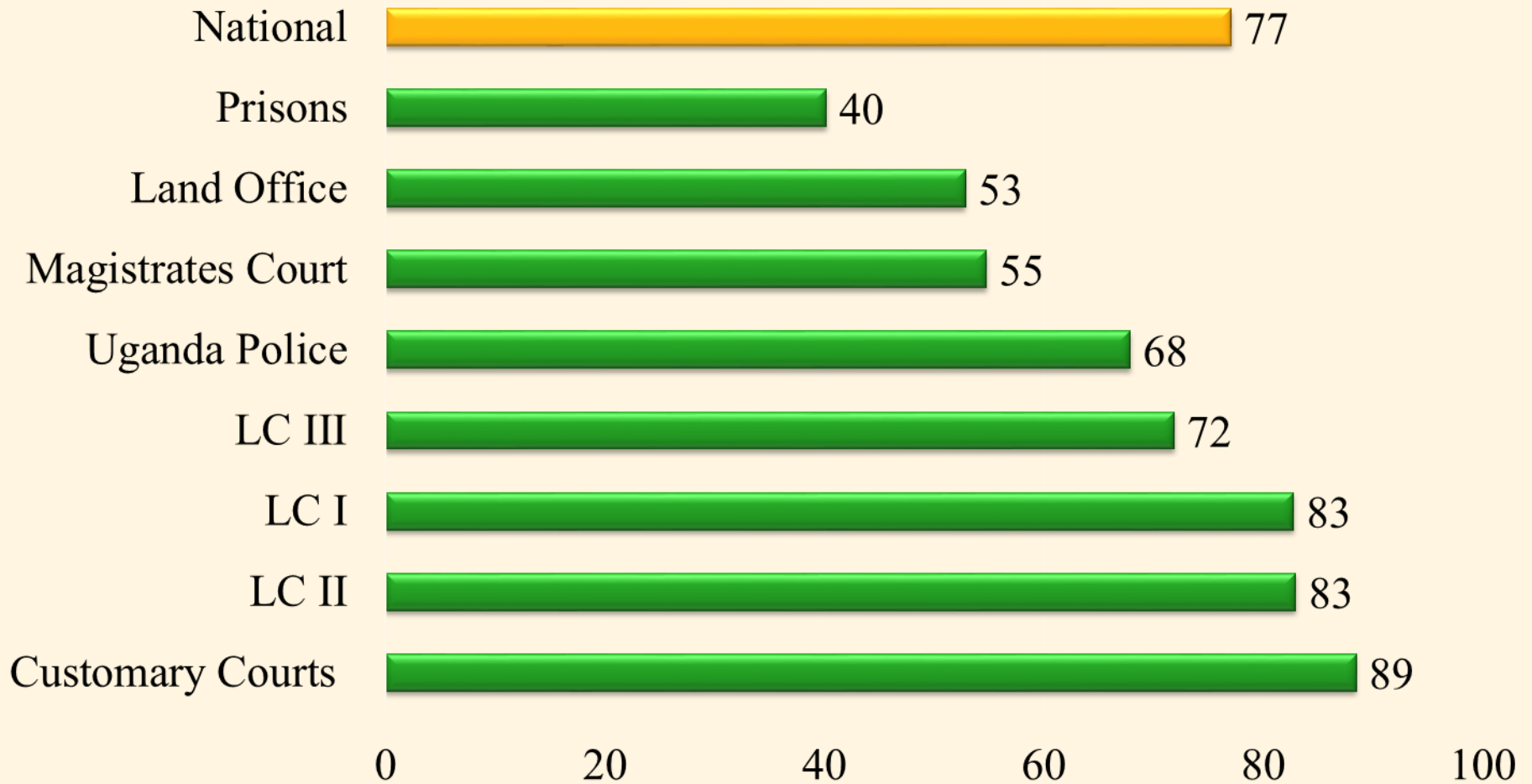


# Households that had an Issue/Case that required institution (%)

Institution	Rural	Urban	National
Customary Courts	6.3	6.3	6.3
LC I	12.5	11.1	12.1
LC II	2.2	1.7	2.1
LC III	1.9	2.2	1.9
Uganda Police	5.2	6.7	5.6
Prisons	0.7	0.7	0.7
Magistrates Court	1.5	1.2	1.4
Land Office	3.5	2.9	3.3
Other institutions	4.3	7.9	6.7
<b>Overall</b>	<b>4.6</b>	<b>5</b>	<b>4.9</b>



# Satisfaction with Services of Institutions /Courts (%)



# 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.

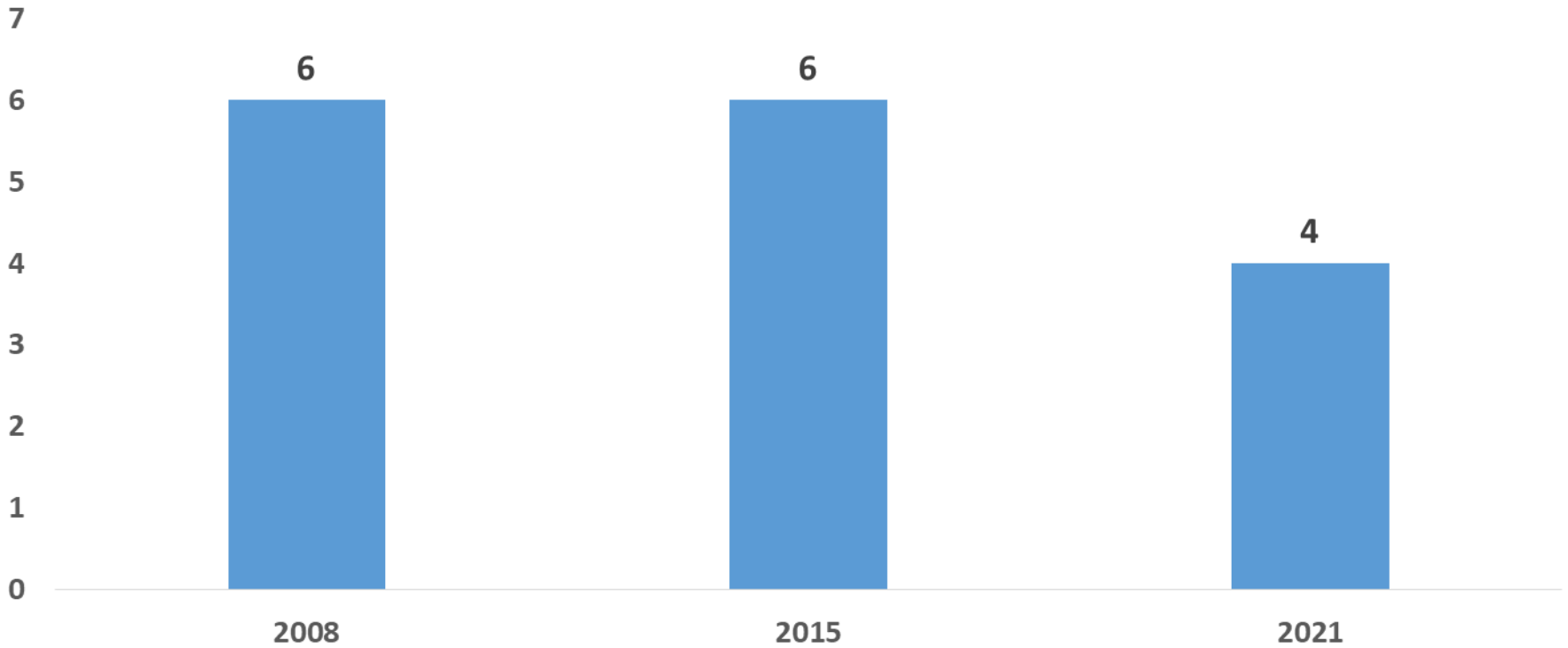




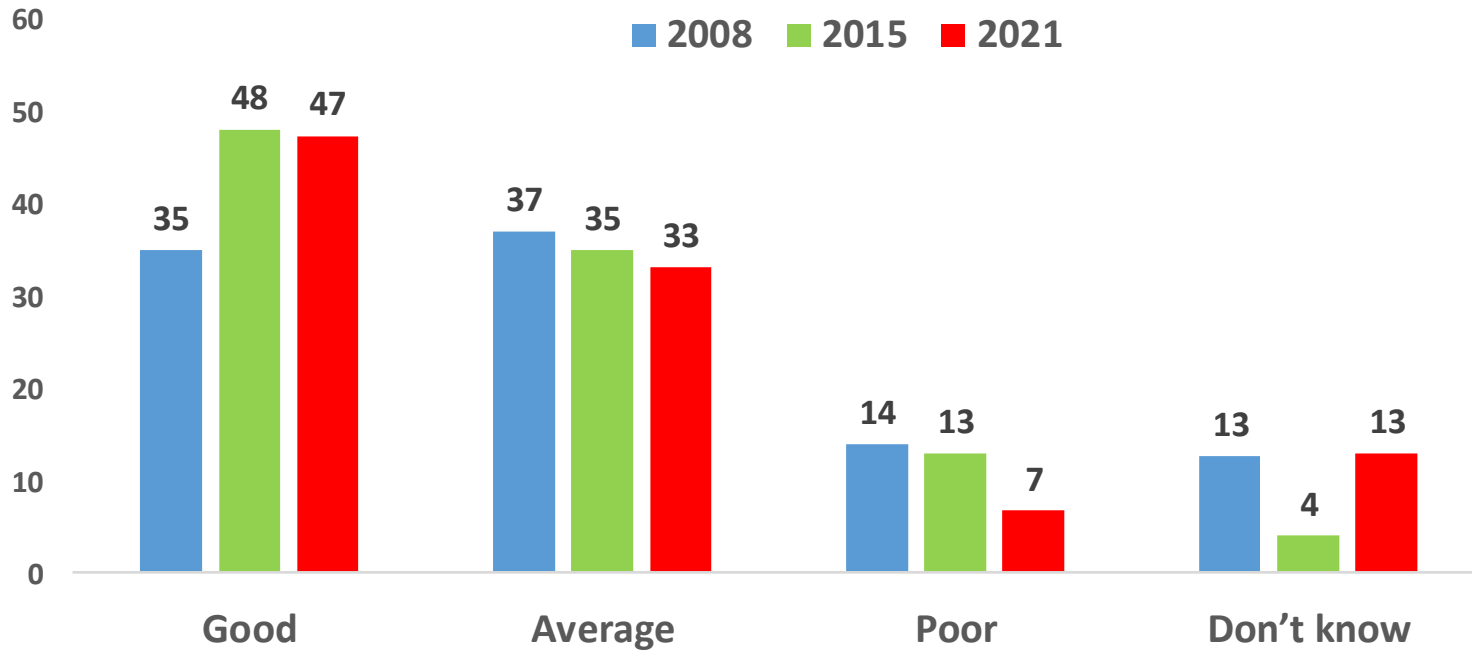
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# PUBLIC SECTOR MANAGEMENT

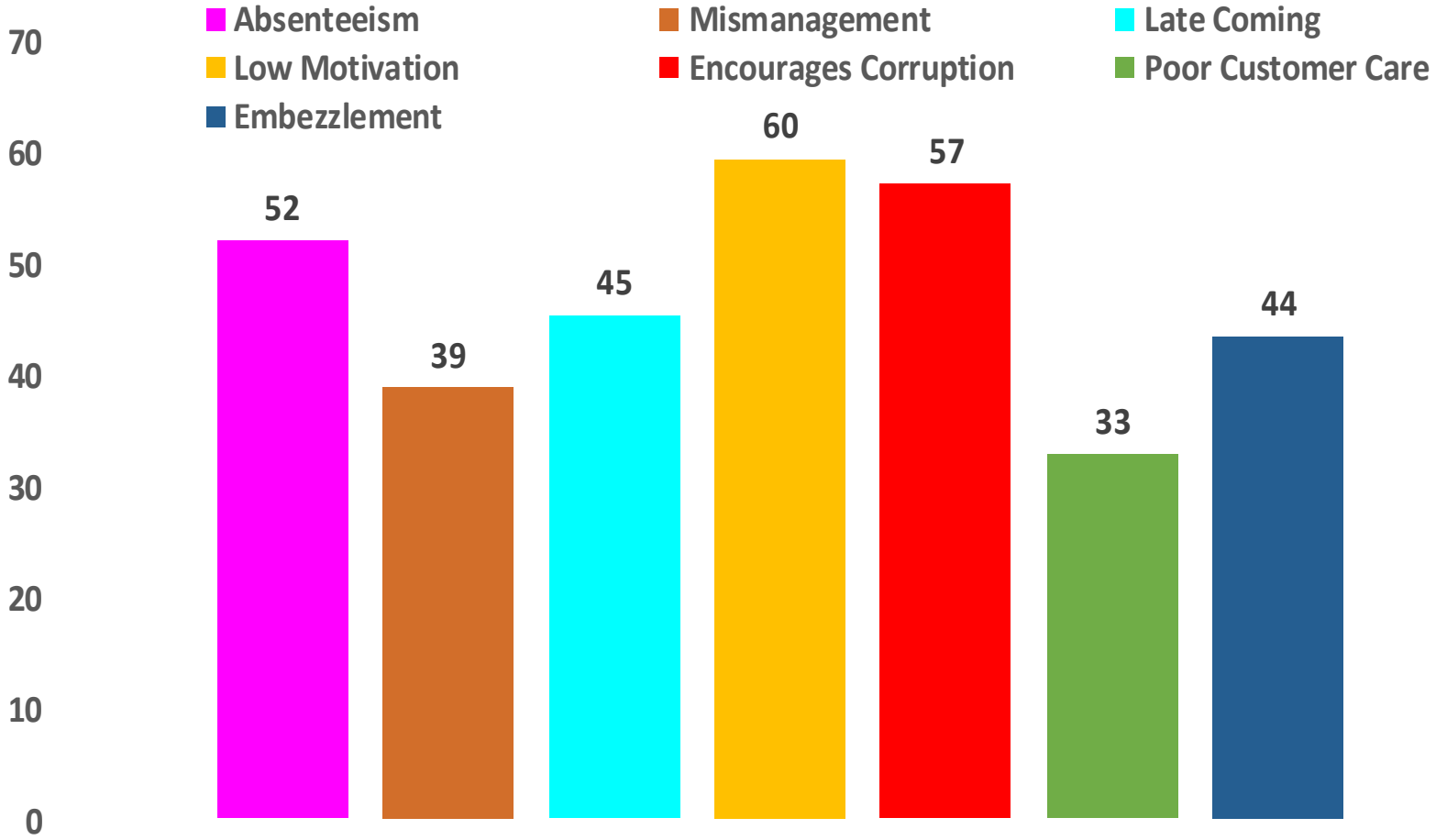
# Proportion of households whereby any member is a government employee (%)



# Rating of performance of public servants (%)

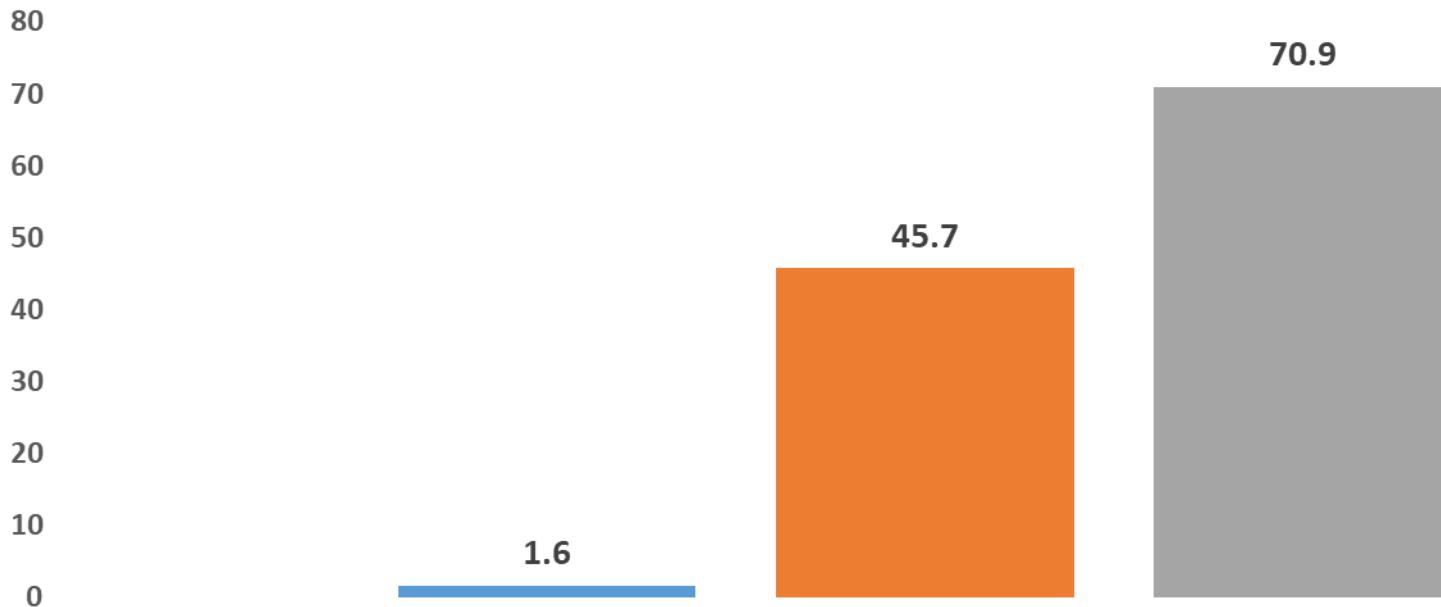


# Respondents' perception on how level of pay affects service delivery (%)

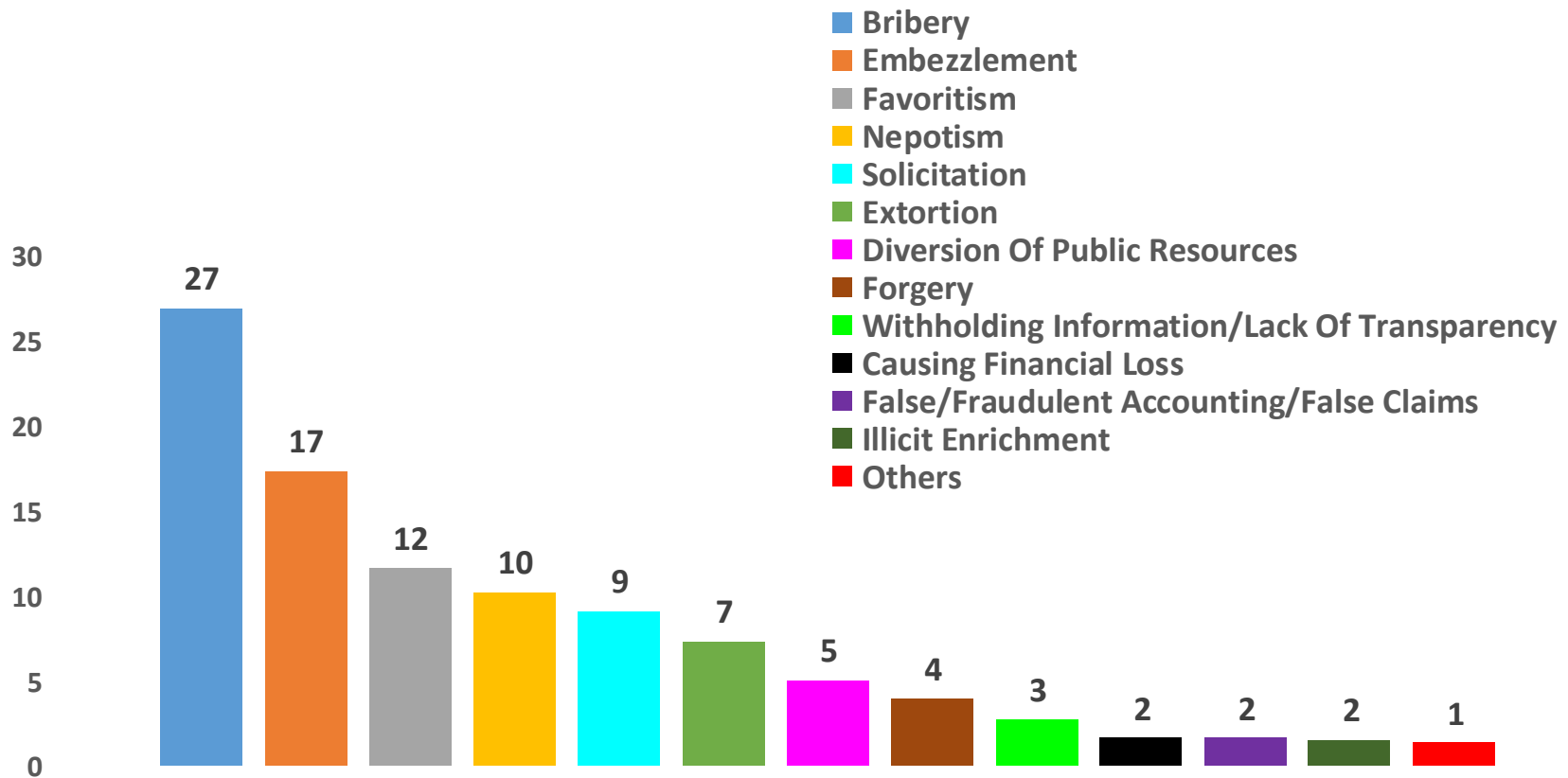


# Households with a retired government employee who applied and receive pension (%)

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

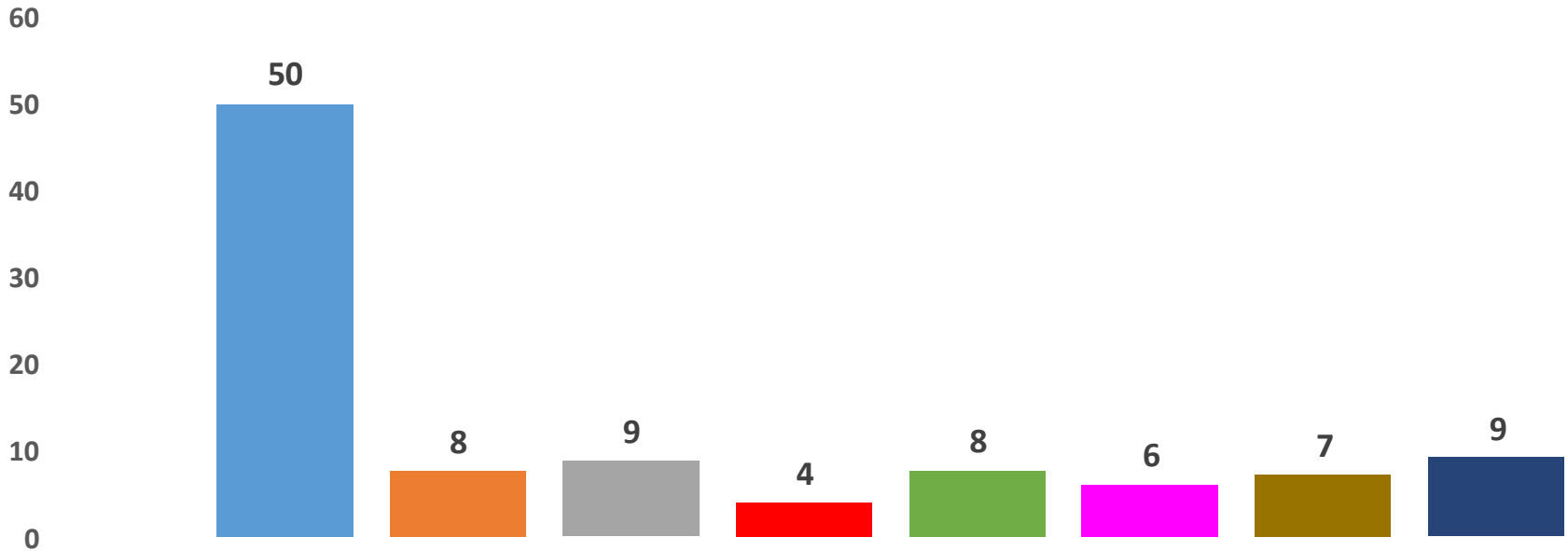


# Prevalence of corruption in the public sector (%)

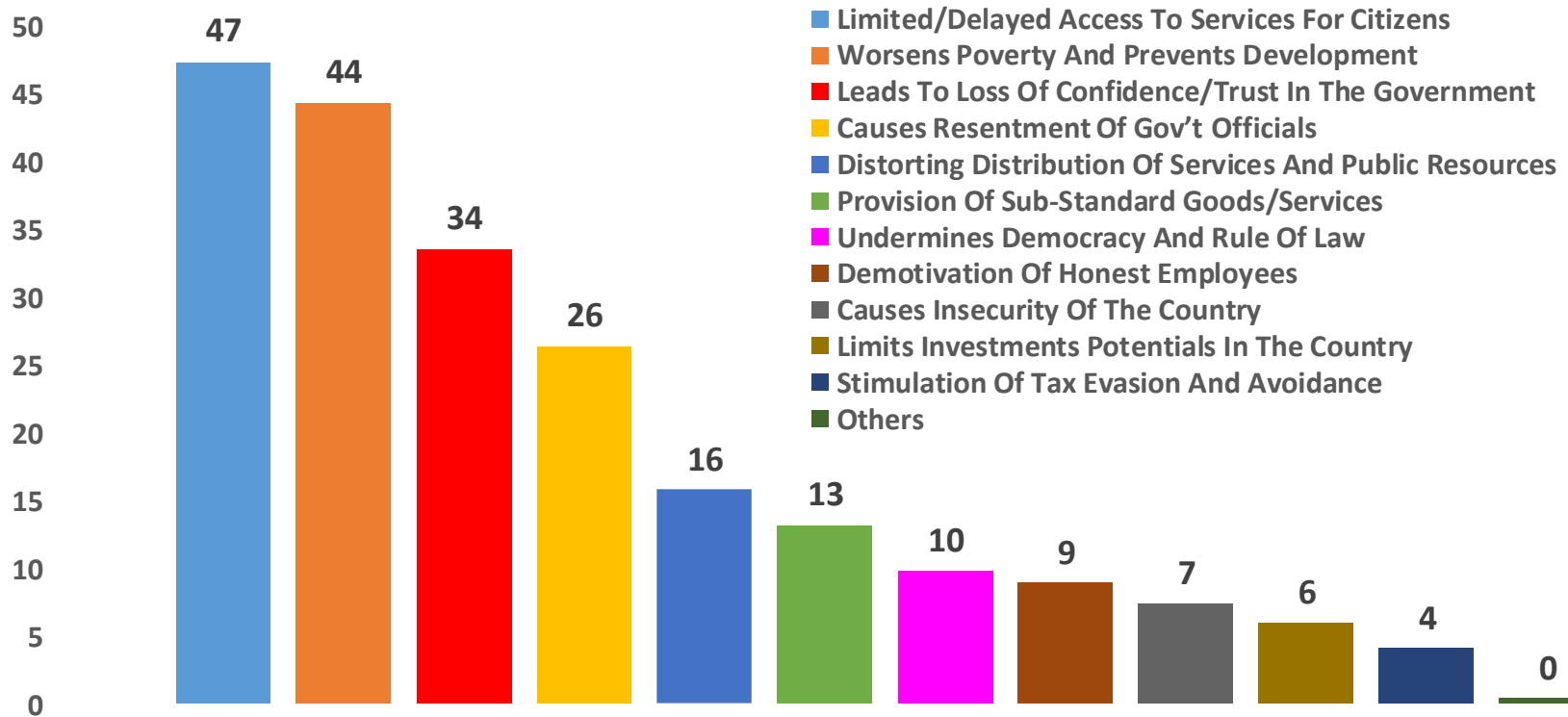


# Perceived causes of corruption in the district (%)

- Greed/Need For Quick Money Individual Tendency
- Low Salaries/Delayed Salaries
- Poor Supervision Of Workers
- Lack Of Knowledge By The Public About Their Rights
- Lack Of Stringent Punishment For Corrupt People
- Lack Of Transparency And Accountability
- Moral Decadence/Lack Of Ethics/Dishonesty
- Other s



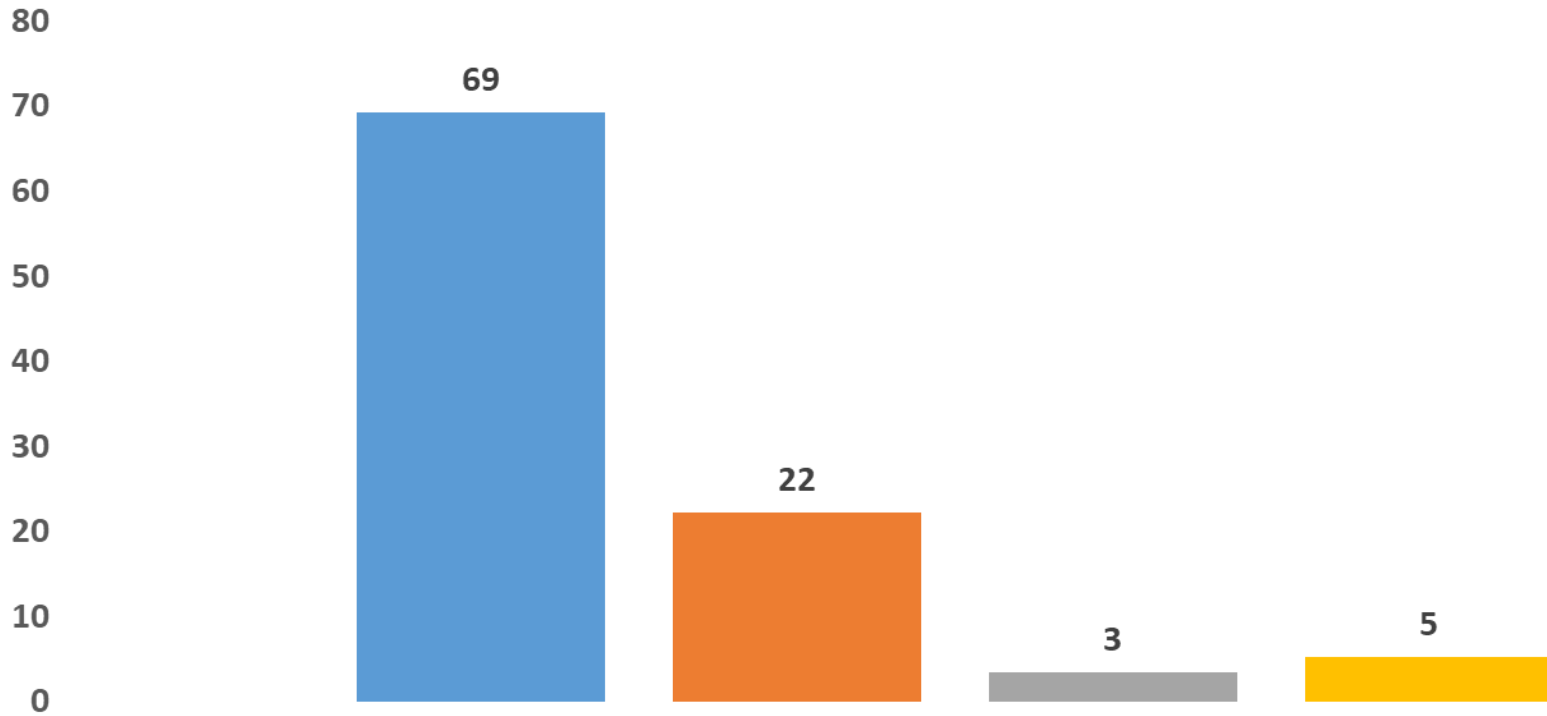
# Perceived effects of corruption on people in the district (%)





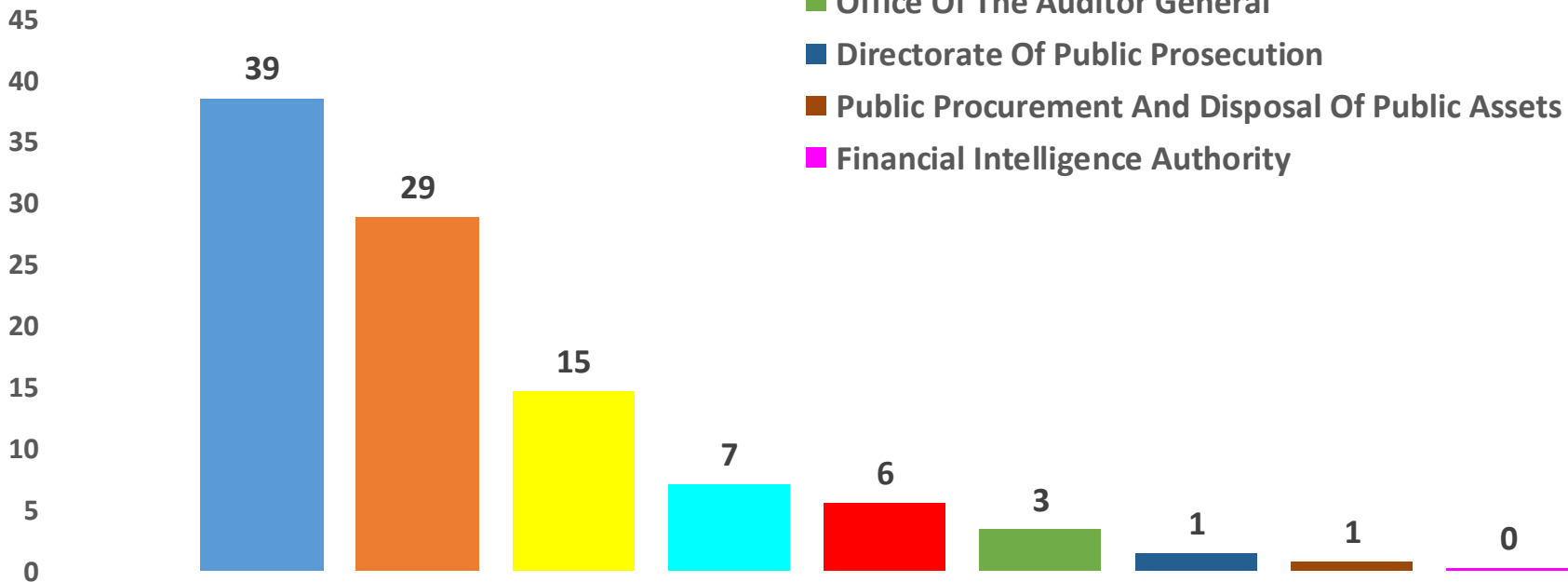
## Perception on change in the forms of corruption the last 12 months (%)

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



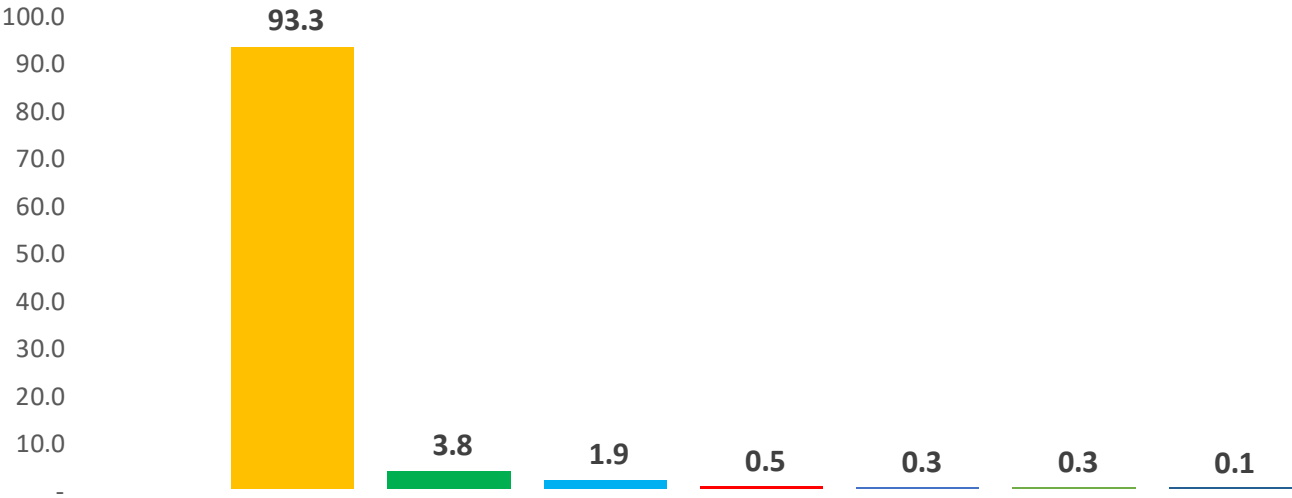
# Knowledge of Anti-Corruption Institutions (%)

- 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

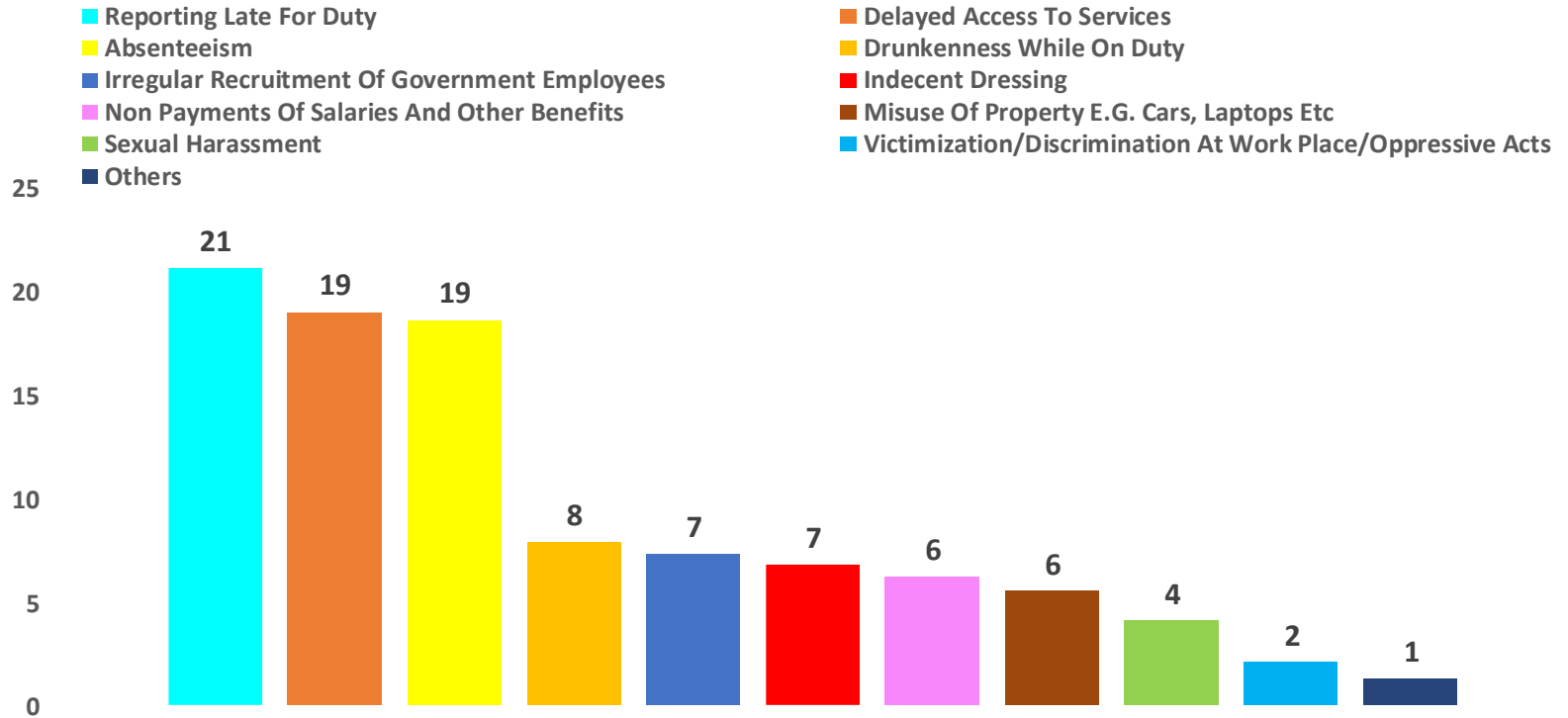


# Proportion that have ever personally reported a complaint to Anti-Corruption Institutions (%)

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

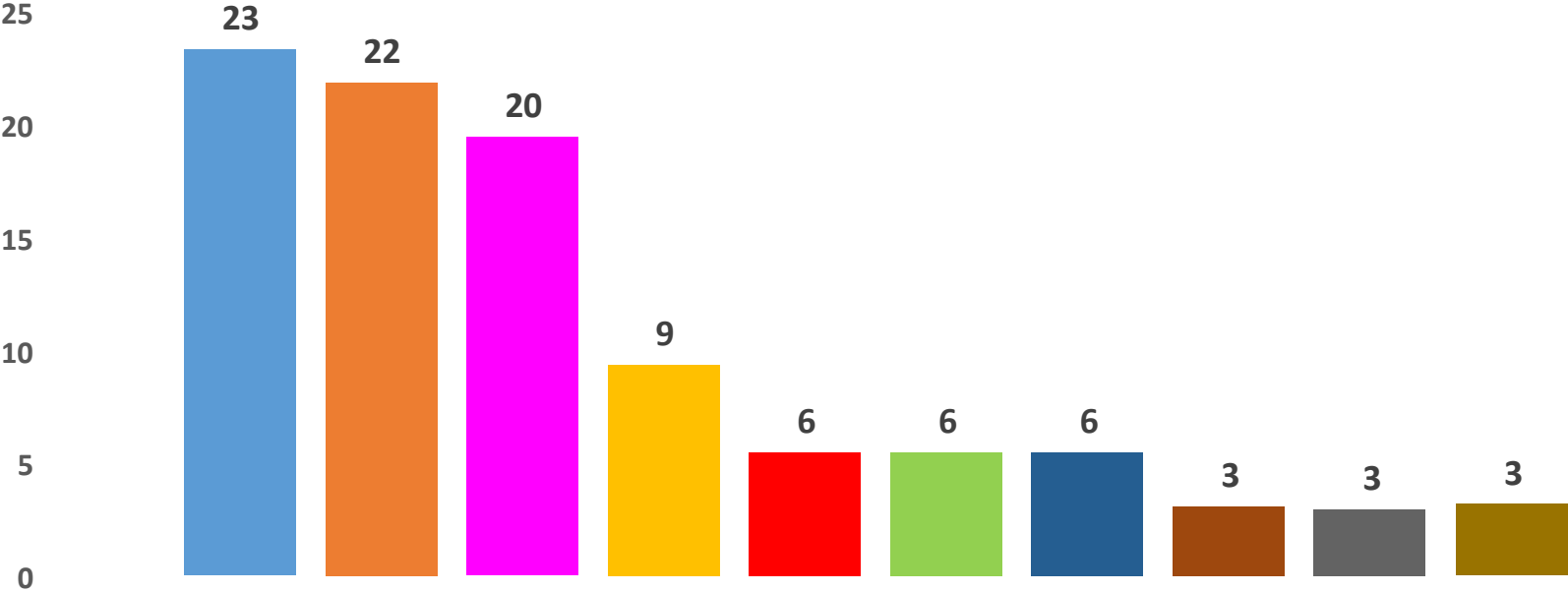


# Perceived forms of maladministration in the district (%)

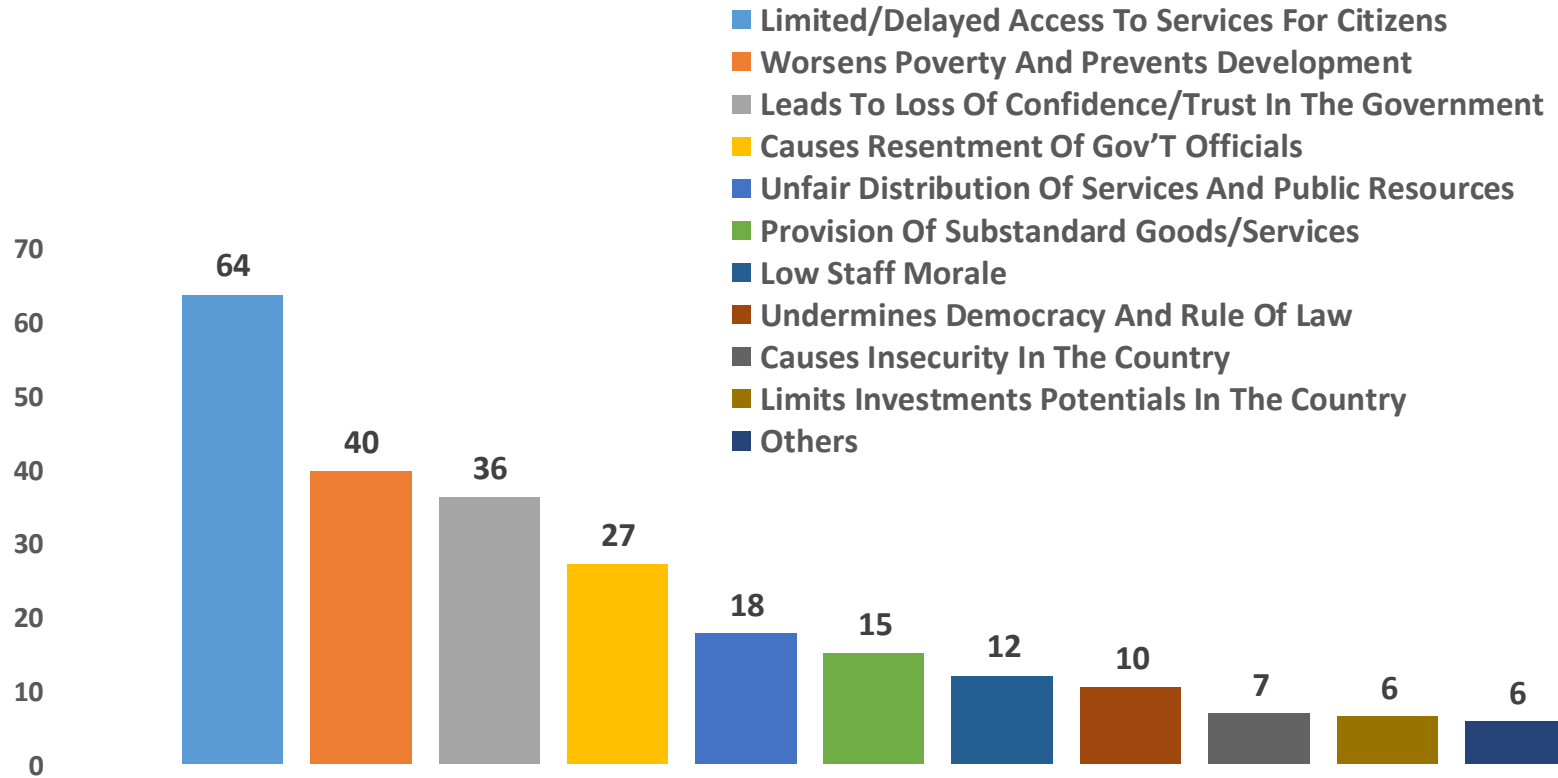


# Proportion with the opinion that maladministration exists in the public sector (%)

- Reporting Late For Duty
- Absenteeism
- Non Payments Of Salaries And Other Benefits
- Drunkenness While On Duty
- Indecent Dressing
- Delayed Access To Services
- Irregular Recruitment Of Government Employees
- Misuse Of Property E.G. Cars, Laptops Etc
- Sexual Harassment
- Other

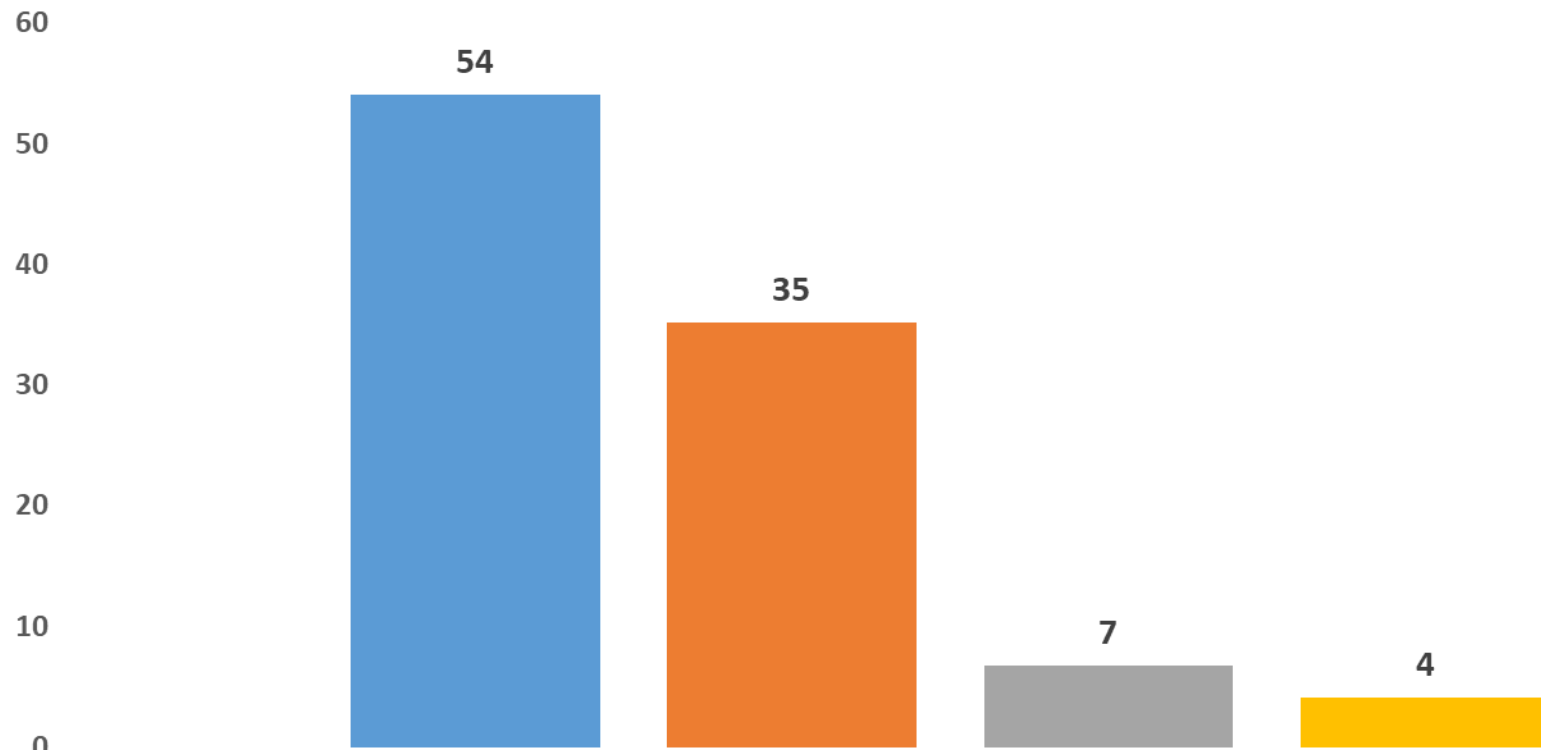


# Perceptions on how maladministration in the public sector affect the districts (%)



## 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



- 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

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### Physical Location

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

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# ***NATIONAL SERVICE DELIVERY SURVEY (NSDS) 2021***



***THANK YOU FOR LISTENING***

***THE END***

