DECLARATION

I, Viola Engura Charles declare that this research dissertation on “Impact of community participation on service delivery in Uganda: A case study of Arua District” is my original work and to the best of my knowledge, has not been submitted for any award at any academic institution.

Student’s Name: Viola Engura Charles

Reg. No: BPA/45096/143/DU

Signed: .............................................. Date: 08/04/2018
APPROVAL

This research dissertation on “Impact of community participation on service delivery in Uganda: A case study of Arua District” has been done under my guidance and Supervision as an academic Supervisor and is due for submission to Kampala International University in Partial fulfillment of the requirements for the award of a Bachelor’s Degree in Public Administration.

Signature: .......................... Date: 10/10/2018

Supervisor: Madam Namayengo Lydia
DEDICATION

I dedicate this piece of work to the Almighty God who has enabled me to carry out research successfully and my beloved parents for their endless support both financially and morally without forgetting my dear brothers; and lovely sisters. May the Almighty God bless you all.
ACKNOWLEDGEMENT

Firstly am greatly indebted to the Almighty God for enabling me complete my academic career.

I would like to extend my sincere gratitude to my supervisor Madam Namayengo Lydia for the patience, guidance to ensure that this work is perfect.

My sincere thanks go to my lecturers who have transformed me into a better and knowledgeable person through the three years of academic struggle at Kampala International University.

May God Bless you all.
# TABLE OF CONTENTS

DECLARATION.................................................................................................................. ii
APPROVAL ...................................................................................................................... iii
DEDICATION.................................................................................................................. iv
ACKNOWLEDGEMENT..................................................................................................... v
TABLE OF CONTENTS................................................................................................. vi
LIST OF TABLES............................................................................................................. ix
LIST OF ACRONYMS/ ABBREVIATIONS..................................................................... x
ABSTRACT .................................................................................................................... xi
CHAPTER ONE .............................................................................................................. 1
  1.0 Introduction............................................................................................................ 1
  1.1 Background of the Study....................................................................................... 1
    1.1.1 Historical Perspective...................................................................................... 1
    1.1.2 Theoretical Perspective.................................................................................. 2
    1.1.3 Conceptual Perspective.................................................................................. 3
    1.1.4 Contextual Perspective.................................................................................. 4
  1.2 Statement of the problem....................................................................................... 4
  1.3 Objectives of the Study......................................................................................... 5
    1.3.1 General Objective......................................................................................... 5
    1.3.2 Specific Objectives....................................................................................... 5
  1.4 Research Questions.............................................................................................. 6
  1.5 Scope of the Study................................................................................................ 6
  1.6 Significance of the Study.................................................................................... 7
  1.7 Operational definitions of key terms .................................................................... 7
CHAPTER TWO ............................................................................................................. 9
  2.0 Literature.............................................................................................................. 9
  2.1 Theoretical Review............................................................................................... 9
    2.1.1 The influence of community participation on service delivery.................... 9
    2.1.2 Level of service delivery in local government under community participation .12
    2.1.3 Relationship between community participation and service delivery ..........14
  2.2 Related literature..................................................................................................15
  2.3 Conceptual Framework showing independent and dependent variables ..........17
CHAPTER THREE ......................................................................................................................... 18
METHODOLOGY ............................................................................................................................. 18
3.0 Introduction ................................................................................................................................. 18
3.1 Research design .......................................................................................................................... 18
3.2 Study population ......................................................................................................................... 18
3.3 Sample size using sloven’s formula ............................................................................................ 19
3.4 Sampling methods ...................................................................................................................... 19
3.4.1 Purposive sampling .................................................................................................................... 20
3.4.2 Simple Random sampling ......................................................................................................... 20
3.4.3 Stratified random sampling ..................................................................................................... 20
3.5 Data Sources ............................................................................................................................... 20
3.6 Data collection instruments ........................................................................................................ 21
3.6.1 Questionnaire ........................................................................................................................... 21
3.6.2 Interviews ................................................................................................................................. 21
3.7 Validity and reliability of the instrument .................................................................................... 21
3.7.1 Validity ....................................................................................................................................... 21
3.7.2 Reliability ................................................................................................................................... 22
3.8 Data analysis ................................................................................................................................ 22
3.9 Data Processing .......................................................................................................................... 23
3.10 Ethical Consideration ................................................................................................................ 23
CHAPTER FOUR ............................................................................................................................ 24
DATA PRESENTATION, INTERPRETATION AND ANALYSIS .......................................................... 24
4.0 Introduction ................................................................................................................................. 24
4.1 Demographic profile of respondents ......................................................................................... 24
4.2 Findings on extent of community participation in the service delivery programmes in Arua District ......................................................................................................................... 26
4.3 Findings on the trend of service delivery in local government under community participation in Arua District ................................................................................................................. 29
4.4 Findings on relationship between community participation and service delivery in Arua District ......................................................................................................................................................... 34
CHAPTER FIVE ............................................................................................................................. 37
FINDINGS, CONCLUSIONS AND RECOMMENDATIONS .............................................................. 37
5.1 Summary of findings and discussions ......................................................................................... 37
5.2 Conclusion .................................................................................................................................... 38
5.3 Recommendations ...................................................................................................................... 39

vii
5.4 Areas of further research ........................................................................................................... 40
REFERENCES ...................................................................................................................................... 41
APPENDICES ..................................................................................................................................... 45
Appendix I: QUESTIONNAIRE ........................................................................................................... 45
Appendix II: INTERVIEW GUIDE ....................................................................................................... 49
LIST OF TABLES

Table 4. 1: Profile of the Respondents (n=150) ................................................................. 24
Table 4. 2: The extent of community participation in the service delivery programmes in Arua
District .................................................................................................................................. 26
Table 4. 3: The trend of service delivery in local government under community participation in
Arua District n=150 .................................................................................................................. 29
Table 4. 4: Pairwise Correlation Analysis ................................................................................. 32
Table 4. 5: Relationship between community participation and service delivery in Arua District
(Level of significance = 0.05) .................................................................................................. 34
Table 4. 6: Regression analysis between the dependent and independent variables .............. 35
Table 4. 7: Overall Study Regression Mode ............................................................................... 36
<table>
<thead>
<tr>
<th>Acronym</th>
<th>Abbreviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>ISO</td>
<td>International Standards Organization</td>
</tr>
<tr>
<td>MDGs</td>
<td>Millennium Development Goals</td>
</tr>
<tr>
<td>NPPA</td>
<td>National Programmes Priority Areas</td>
</tr>
<tr>
<td>WB</td>
<td>World Bank</td>
</tr>
<tr>
<td>WDR</td>
<td>World Development Report</td>
</tr>
</tbody>
</table>
ABSTRACT

The study sought to examine the impact of community participation on service delivery in Uganda: A case study of Arua District. The study objectives were; to determine the influence of community participation on service delivery in Arua District, to establish the level of service delivery in Arua District local government under community participation and to establish the relationship between community participation and service delivery in Arua District. The study followed a cross sectional research design. The qualitative and quantitative approaches were employed based on the local government of Arua District. The quantitative technique was used to collect and analyze data on the community participation and service delivery in local government of Arua District. The qualitative approach was used to community participation and service delivery in local government of Arua District. This design was used because it brings out clearly the relationship between community participation and service delivery. The study was specifically non-experimental because the researcher wanted to describe and make observations of what the real results were for purposes of making decisions based on the facts to improve the situation. The target population of 240 was selected and it comprised of (5) resident district commissioners, (1) city mayor, (31) teachers, (25) police officers, (63) students and (25) community leaders. The sample size of the study consisted of 150 respondents of the target population. Data was collected from primary and secondary sources using questionnaires and interviews. After collecting data, the researcher organized well-answered questionnaire, data was edited and sorted for the next stage. The data was presented in tabular form, pie charts and bar graphs with frequencies and percentages. The study also found out that the extent of community participation in the service delivery programmes in Arua District was poor with an average mean of 2.31 equivalent to poor on the Likert Scale. In regard to the trend of service delivery in local government under community, it also revealed that the level was poor with a mean average of 2.46 an equivalent of poor on the Likert scale. It is concluded that; the study findings indicated that extent of community participation is relatively low and unsatisfactory. the trend of service delivery was inadequate and a significant positive relationship between community participation and service delivery was established to exist. The study recommends that there is also need for local officials to increase people’s productivity and access to capital, and give them better access to administrative staff through cooperation. There should be need for transformation to more accommodative, inclusive and practical approaches to development.
CHAPTER ONE

1.0 Introduction

This chapter presented the background to the study, statement of the problem, the purpose of the study, objectives of the study, research questions and assumptions, scope of the study, significance of the study, the justification of the study and the operational definitions of terms and concepts as applied to suit the context of the study.

1.1 Background of the Study

1.1.1 Historical Perspective

Globally, there was one way in which improvements in service delivery were implemented. This was through various forms of community participation: direct service provision by communities, contracting by communities to service providers, new mechanisms for holding public and Non-State Providers accountable for services. The connections between various forms of community participation and effective systems of service delivery could be assessed in a variety of ways, including improvements in basic human development indicators, such as those set out in international development goals, notably the MDGs. According to the World Development Report (2010), further more the historical overview of community involvement and participation in education right from its inception in the pre-colonial era up to the present time. Particular focus is given to the financing aspects. Community schools were born as a response to the restricted access to primary education during the colonial era. Communities began a system of community schooling under their respective Chieftainships and other organized mechanisms.

Recently in Africa, in relation to service delivery, there are a range of issues related to the role of community participation and stakeholder involvement in service provision. The short route of accountability provides for direct community action, both through community provision of services and through communities holding providers accountable at the point of service delivery. However service delivery failures result when any of these relationships break down. For instance, service failures may occur when citizens are unable to influence public action through the long route of accountability (break on the left side of the triangle). when there is non-
payment of salaries to service providers (break on the right side of the triangle) or when there are
difficulties in implementing services, such as poorly trained or absent teachers, part of the short
route of accountability (break on the bottom of the triangle). IlanKapoor (2002) notes that since
the late 1990s to the present in Africa, participation has been regarded as primarily a right of
citizenship and its level of engagement is at citizens, civil society, state agencies and institutions.
The focus is on convergence of social and political participation, scaling up of participatory
methods, state-civic partnership, decentralization, participatory budgeting, citizens' hearings,
participatory poverty assessments, poverty reduction strategies programme consultations among
others.

In Uganda, community participation has been for many decades synonymous with political
participation. Most scholars notably Jean-Philippe Platteau. (2004) traces political participation
from the pre-colonial era decentralized societies of Uganda. These societies through established
simple political systems provided grounds for people's involvement in the affairs that affected
them. Northern region of Uganda has since mid-1980s been dominated by negative historical,
political and socio-economic events that have occurred for instance the LRA insurgency within
the region. Although pre-colonial Ugandan society did have a national government with modern
structures and clearly defined international borders, the northern region had traditional structures
of governments dating from the early years of the 19th century and this had a significant impact
on service delivery.

In Arua District, there were administrative and military structures, which safeguarded security,
social welfare and political stability until these were disrupted by LRA. However when the war
ended, the government of Uganda has since then initiated a number of community based
programmes intended at empowering the victims and the affected communities within the region.

1.1.2 Theoretical Perspective

The study was based on democratic theory. The researcher used democratic theory since it
provides a good theoretical framework for this research because it provides theoretical
explanations of the service delivery in local government. Democratic principles include popular
sovereignty, political equality, popular consultation and majority rule. There are two broad
schools of thought.
J. Blackburn, (2009) argues that the advocates for direct democracy argue that decisions are best made by the full, direct, and unmediated participation of citizens. Decisions reached by elected representatives are inevitably distorted by the interests of their supporters. It can be shown that direct democracy develops citizen's understanding and awareness of public affairs through participation. Benjamin Barber, a leading political theorist, sees participation as an integral part of democracy saying that “when participation is neutered by being separated from power, then civic action will only be a game and its rewards will seem childish to women and men of the world; they will prefer to spend their time in the pursuit of private interests.”

Chambers (1997) further notes that those who argue for representative democracy maintain that full participation is an unworkable ideal for a modern nation state. Direct Democracy arose in ancient Greek city states where participation in public affairs was a leisure afforded by the use of slave labour. They say that the citizen can realise the essence of democracy by electing representatives subject to periodic review.

Peter and Shaula (2002) mention that in theory democratic governments rule with the consent of their citizens and citizens participate through their representatives. The reality is that in Britain participation is declining as people realize how powerless they are, and how ineffective our political systems are at dealing with real problems. There are other alternatives, where representative democracy is supplemented with the direct votes of citizens. Switzerland and the American states are the most well-known Western examples.

1.1.3 Conceptual Perspective

Andrea and Garrett (2003) define the term ‘community participation’ as the maximization of people’s involvement in the spheres or stages of development. Involvement has to go beyond implementation or donation of ‘free’ labor and cash contributions and extends to policy decisions. People need to enjoy basic freedoms so as to be able to freely express themselves and to develop their full potential in areas of their own choice.

According to African Charter (1990), community participation is in essence, people’s effective involvement in creating structures and designing policies and programmes that serve their interests. For community participation to be realized, people have to be fully involved.
committed and seize the initiative. It is essential that they establish independent people’s organizations at various levels that are genuinely grass root, voluntary, democratically administered and self-reliant and that are rooted in tradition and culture of society.

Service delivery is defined by the International Standards Organization (ISO 9000), as a customer-oriented activity. Service delivery activities are carried out by organizations and are oriented towards meeting customer needs and expectations. However according to Anne (2004) service delivery quality, is the extent to which expectations, of the public served are met. The more these expectations are seen to be met, the more the services delivered are seen to be of better quality and vice versa.

1.1.4 Contextual Perspective

According to the National Service Delivery Survey (NSDS) 2000, it was noted that, effectiveness of service delivery in Arua District can be gauged by the expenditure amounts allocated to various service items in regard to the National Programmes Priority Areas (NPPA). This report included some other attributes like the perception of service delivery and level of achievement of value for money by the locals, to determine the level of achievement of local government in attaining reasonable levels of service delivery to its residents/taxpayers.

Currently in Uganda, the state of service delivery has been characterized by several service delivery initiatives that have had limited success particularly in Arua District because of lack of sufficient participation by stakeholders in the development process. The core constraint to fostering community participation especially among the rural people has been over-centralization of decision-making powers and resources thereby creating a communication gap between the beneficiaries such as peasants and the development agencies within Arua District. Today, many programs and projects have been introduced and developed with participatory approaches so as to bring the disparate voices of the people into effective service delivery. (Brett 2002)

1.2 Statement of the problem

Currently, there is a number of development programmes within Arua District that have had limited success because of lack of sufficient participation by stakeholders in the development process (World Bank (2002); Brett (2002); The core constraint to fostering popular participation
especially among the rural people in the District has been over-centralization of decision-making powers and resources thereby creating a communication gap between the beneficiaries/stakeholders and the development workers.

Mary and Michael (2006) point out that the rationale for community participation in Arua District has been thought to include being a means of enhancing empowerment, enhancing responsiveness to people’s real needs, instilling a sense of ownership of programmes by the local people, promoting sustainability, and making programmes cheaper by allowing mobilization of local resources.

However, there is a multitude of consequences for not having effective community participation within the District despite the sounding implementation framework for instance the service delivery is still relatively poor because a limited number of stakeholders including public and private sectors and local and international bodies are involved in the service provision within the local government retain. Because of lack of community participation in various projects such as education, health, power supply, water, etc, little if any, has been distributed to rural areas in Arua District. It is against this that the researcher intends at examining the impact of community participation on service delivery in Arua District.

1.3 Objectives of the Study

1.3.1 General Objective

The general objective of the study was to establish the relationship between community participation and service delivery in Arua District

1.3.2 Specific Objectives

i. To determine the influence of community participation on service delivery in Arua District

ii. To establish the level of service delivery in Arua District local government under community participation
iii. To establish the relationship between community participation and service delivery in Arua District

1.4 Research Questions

i. What is the influence of community participation on service delivery in Arua District?

ii. What is the level of service delivery in Arua District local government under community participation?

iii. What is the relationship between community participation and service delivery in Arua District?

1.5 Scope of the Study

Geographically, the study was carried out in at Arua District. Arua District is bordered by Yumbe District to the north, Adjumani District to the northeast, Amuru District to the east, Nebbi District to the southeast, Zombo District to the southwest, the Democratic Republic of the Congo (DRC) to the west, and Maracha District to the northwest.

Contextually, the study focused on the influence of community participation on service delivery in Arua District, the level of service delivery in Arua District local government under community participation and the relationship between community participation and service delivery in Arua District.

Conceptually, the study focused on community participation and service delivery in Arua District.

The study covered a period of eight months and took place from January 2017 to August 2017 because of the nature of exercise that is undertaken in gathering, editing and processing data.
1.6 Significance of the Study

Civil society organisations (CSOs)

It is expected that when this study will be carried out and accomplished successfully, it will help CSOs to contribute substantial awareness on benefits of community participation on service delivery in local government.

Government

The study contribute to identifying the existing level of servicedelivery in local government in Arua, Uganda and thus enable the concerned stakeholders such as the government to formulate appropriate policies.

Future researchers

The study also will serve as a future data base for further researches that will be carried out as researchers draw data from the findings

Students

The study will contribute to the existing body of knowledge to students through an empirical investigation into community participation in local government and its contribution to their outcomes.

Leaders

The study findings will help leaders in making informed decisions regarding community participation and service delivery

1.7 Operational definitions of key terms

Community participation

The term ‘community participation’ entails maximization of people’s involvement in the spheres or stages of development. (World Bank, 2002)
Local government

Local government refers collectively to administrative authorities over areas that are smaller than a state. (WouterSchaap et al., 2005)

Service delivery

This is the process of getting services as effectively and quickly as possible to the intended recipient. It is also referred to as a hallmark of economies that have moved past the production phase. (Winstanley, D 1995)
2.0 Literature

2.1 Theoretical Review

The study was based on democratic theory. The researcher used democratic theory since it provides a good theoretical framework for this research because it provides theoretical explanations of the service delivery in local government. Democratic principles include popular sovereignty, political equality, popular consultation and majority rule. There are two broad schools of thought.

J. Blackburn, (2009) argues that the advocates for direct democracy argue that decisions are best made by the full, direct, and unmediated participation of citizens. Decisions reached by elected representatives are inevitably distorted by the interests of their supporters. It can be shown that direct democracy develops citizen's understanding and awareness of public affairs through participation. Benjamin Barber, a leading political theorist, sees participation as an integral part of democracy saying that “when participation is neutered by being separated from power, then civic action will only be a game and its rewards will seem childish to women and men of the world; they will prefer to spend their time in the pursuit of private interests.”

2.1.1 The influence of community participation on service delivery

Victoria and Anirudhha (2006) argue that through participation ordinary people are given opportunity to have a say in how their environment should be planned and developed in future, and that people are able to influence the final outcome of planned action. Most importantly, public participation contributes to overcoming a sense of hopelessness because it increases the public’s senses of efficacy, meaning the belief that the ordinary citizens have the ability and competence to influence municipalities. This means that participation changes dependency into independency.

All these development plans need community participation. IlanKapoor (2002) doubts that these programmes are really addressing the alleviation of poverty. Alleviation of poverty cannot concentrate on one strategy for an example the maize product. This programme is coming from
the government not all the communities were consulted. Other communities are talking of healthy food like growing of vegetables. The IDP must include all these type of inputs from the communities.

J. Blackburn, (2009) argues that the programmes that are imposed by the government tend to be unsustainable because there is no community involvement. He argues further that the government introduced more programmes before it was certain that other programmes were successful or not.

Among the key goals of community participation to be assessed through the case studies in this paper are: improving technical efficiency; improving allocative efficiency; and improving mechanisms of accountability. Community participation initiatives are related to technical efficiency through such areas as overcoming information asymmetry, providing communities with information on quality through various forms of Monitoring and Evaluation, and ensuring that resources are spent for necessary technical resources by service providers.

Stoker (1997) notes that improving various dimensions of allocative efficiency includes greater attention to the priorities of communities, increased transparency on budgets and public resources through such mechanisms as public budgeting and Public Expenditures Tracking systems, and a subsequent reduction on ‘rent seeking” by those in positions of power. Finally, improving accountability involves creating increased transparency from community involvement with public sector agencies, community participation in school management, and community participation in public hearings. (Jean 2004)

Community participation is increasingly often endorsed as a means of strengthening state-community synergies. This can be seen in the decentralization cases from Rwanda and Kerala, as well as the local participation law in Bolivia. Emerging demand-driven approaches theoretically ‘empower’ communities to command services and provide a mechanism for (re)building trust and accountability and re-establishing the ‘social contract’ between communities and government. However major challenges surround integrating emerging community participation approaches with traditional sectoral and local government approaches. The objectives of strengthening local governance and delivering better services are often
confused. Pressure to meet short term sectoral output targets often distracts attention from institutional reforms necessary to make service delivery systems sustainable in the longer term.

J. Blackburn, (2009) cites that there are various ways in which community participation processes and mechanisms can strengthen accountability and also affect service delivery outcomes. Citizens can exert their collective voice (which occurs in the relationships between citizens and policy makers) to influence policy, strategies and expenditure priorities at different levels of policy making (national and local) according to their wishes and preferences.

Ilan Kapoor, (2002) argues that mobilization of community members to identify problems and plan and manage projects helps strengthen local capacity for collective action. There is arguably inherent value in this and additional benefits are often observed beyond the scope of the original project, e.g. formation of self-help groups and micro enterprise development. However, important questions surround the definition of ‘community’ and the ways in which the demands of sub-groups and individuals are represented, e.g. ethnic minorities, women and children. Community-based approaches typically aim to build ‘social capital’ but while this is a useful concept it is often applied uncritically with inadequate understanding of cultural and political context and vested interests in the status quo. Some of the difficulties of exclusion or community power dynamics are illustrated in the West Bengal, Cairo, Bolivia and Uttar Pradesh examples.

Dennis (2005) suggests that there is broad agreement that community-based interventions have the potential to be more responsive to the needs and priorities of beneficiaries (a locative efficiency). There is also some evidence that community-based projects are comparatively cost effective (productive efficiency) because of lower levels of bureaucracy and better knowledge of local costs. While those projects which draw primarily on locally available skills, materials and financing are clearly likely to be more sustainable, some commentators have argued that this simply amounts to shifting the financial burden of service delivery to potential beneficiaries, which means that care needs to be given to the demands on community time and costs to beneficiaries. Different aspects of allocative efficiency can be seen in the decentralization cases from Kerala and Rwanda, as well as the water programs in Malawi and Ethiopia.

Stewart and Taylor (1995) maintain that strengthening the citizen’s voice enhances
accountability of policy makers motivating them to be responsive to the needs of communities and stimulates demand for better public services from service providers. Local communities in can be empowered by law to recall their leaders, which motivate elected leaders to be more responsible to the needs of their communities.

2.1.2 Level of service delivery in local government under community participation

John (2000) specifies the boundaries of service operations management as a field of study, the delivery, and the evaluation of services. Service delivery is an important strategic issue since it allows a government or local government to transpose its strategy onto the operational level and he further notes that the effectiveness of operations strategy is contingent upon making the right design choices.

Skinner (1995) cites that many of the research and theory building is focusing on how to narrow the gap between government and the community in Africa. How can we improve the legitimacy of public administration and regain the trust that community lost in their governments. Community participation, increasing transparency and service delivery improvement seem to be the key issues to deal with this assumed legitimacy problem (Peter and ShaulaBellour, 2002)

Essential to the well-being of all people are the effective delivery of basic services such as health, education, water and sanitation. Accessible, quality services contribute to the achievement of the Millennium Development Goals and to the achievement of human rights. Yet, widespread evidence shows that services are failing poor people in a large number of countries with negative impacts on human development outcomes. In addressing the failure of services, one key point is that the failure of services is not just technical. it is the result of the lack of accountability of public, private and non-profit organizations to poor people

As set out in the 2004 World Development Report, “Making Services Work for Poor People”. it is possible to assess and approach service delivery through an accountability model for service delivery that includes three groups of stakeholders: citizens, as clients, influence policymakers; policymakers influence service providers; which in turn deliver services to the citizens who are also clients of the services.

Patel (1998) notes that service delivery failures result when any of these relationships break
down. For instance, service failures may occur when citizens are unable to influence public action through the long route of accountability (break on the left side of the triangle), when there is non-payment of salaries to service providers (break on the right side of the triangle) or when there are difficulties in implementing services, such as poorly trained or absent teachers, part of the short route of accountability (break on the bottom of the triangle).

McArthur (1996) argues that one way in which improvements in service delivery have been implemented has been through various forms of community participation: direct service provision by communities, contracting by communities to service providers, new mechanisms for holding public and Non-State Providers accountable for services. The connections between various forms of community participation and effective systems of service delivery can be assessed in a variety of ways, including improvements in basic human development indicators, such as those set out in international development goals, notably the Millennium Development Goals (MDGs).

Community participation in service delivery involves far more than the direct delivery of services. A central issue is how different types of participation may contribute to strengthening both the short and long routes of accountability for service delivery. Effective forms of community participation in service delivery provide both opportunities and incentives for local government officials to respond to community needs. This can create opportunities for more downward accountability, and thus reduce the accountability gap between the citizens and policymakers.

R. McGee (2000) stresses that transparency at the local level may also be enhanced through score cards for public services or supporting local independent media to act as monitors of project activities. These measures serve to promote a process of slow improvements in accountability, both short route and long route, through what the WDR 2004 termed “strategic incrementalism” in a weak institutional environment. This means that service delivery obstacles are reduced with long-term efforts to rebuild state capacity, when feasible, through mechanisms of service delivery. At the same time, effective community participation exists in the context of political, social and legal structures which all shape the feasibility of participatory actions.
2.1.3 Relationship between community participation and service delivery

Skelcher (1993) notes that community participations are inputs in terms of human, financial, physical and time which are processed through the participation system to produce outputs. Community participation as a concept focuses on the idea that involving stakeholders in decision-making about their communities and broader social issues has important social, economic and political benefits. Their interest in participation emerged from a range of concerns: failures in state-led development.

S. Manikutty (1998) cites that the risk with an approach to economic development or service delivery that focuses too much on ‘community participation’ is that it may idealize the internal coherence and solidarity in communities, and miss the essential tasks of supporting effective, accountable and transparent public institutions.

Community participation processes include an identification of stakeholders, establishing systems that allow for engagement with stakeholders by public officials, and development of a wide range of participatory mechanisms. Stakeholders are individuals who belong to various identified ‘communities’ and whose lives are affected by specific policies and programs, and/or those who have basic rights as citizens to express their views on public issues and actions.

The proponents of participatory approaches S. Manikutty, (1997) highlight the value of engagement with stakeholders in terms of greater local ownership of public actions or development projects, as well as the potential.

Clients are usually in a better position to monitor programs and services than most supervisors in public sector agencies who provide the compact and management. When the policymaker-provider link is weak clients may be the best positioned due their regular interaction with frontline providers.

There are also important complementarities or spill-over effects in terms of what are complementarities or spill-over effects from community participation. The engagement of community organizations with public accountability systems can strengthen what Goetz and Jenkins have termed “diagonal accountability” (Goetz and Jenkins 1999).
In relation to service delivery, there are a range of issues related to the role of community participation and stakeholder involvement in service provision Hillery. D A (1955). The short route of accountability provides for direct community action, both through community provision of services and through communities holding providers accountable at the point of service delivery. (S. Manikutty, 1997)

Richard (1986) argues that the long route of accountability emphasizes community voice and mechanisms for ensuring that policy makers respond to community priorities, which links to the nature of political systems. The mechanisms for holding elected and appointed officials accountable are complex and multi-faceted. It is vital to emphasize that elections, even when free and fair, provide only a then line of accountability. Whether through the short route or the long route, the linkages between community participation and service delivery are complex and highly contextual.

Samanta Da Silva, (2000) cites that the perception of stakeholders and planners is an important consideration in the development and implementation of any public participation program. Public participation is often a requirement for planners; however, it is always optional for community. Community chooses to participate because they expect a satisfying experience and hope to influence the planning process.

Cogan (p. 287) indicates that participation can offer a variety of rewards to community. These can be intrinsic to the involvement (through the very act of participation) or instrumental (resulting from the opportunity to contribute to public policy). The planner's expectations are also important in that an effective public participation program can lead to a better planning process and product as well as personal satisfaction.

2.2 Related literature

Caroline and Dennis (2005) argues that donors and international NGOs often substitute various short route mechanisms instead of investing in public systems or the sustainability of services in situations of weak governments, or humanitarian crises. Too great an emphasis on ‘community participation’ may idealize the internal coherence and solidarity in communities and miss the essential tasks of supporting effective public institutions.
'Social capital' is a useful concept but it is often applied uncritically with inadequate understanding of cultural and political context and vested interests in the status quo.

Etzioni (1993) argues that in service delivery context, while there is no one 'right path' to how services should be delivered or ways in which community participation can be strengthened, lessons from experience can guide policymakers and civic organizations:

Hart (1997) stresses that context matters and must be understood - including the relative heterogeneity of the population, the type of service and the spatial context. Moving to scale is likely to require an enabling public sector. Promotion of community participation strengthens the enabling environment and removes disabling factors. Promotion of processes of decentralization takes many forms, and the resulting forms of participation will vary accordingly.

Harvey (1989) maintains that development of participatory processes is never separate from wider social, political contexts - some efforts by donors have foundered due to the attempt to 'ring fence' participatory mechanisms for power and politics. Increased transparency of community involvement with public sector agencies is required to improve accountability.
2.3 Conceptual Framework showing independent and dependent variables

The conceptual framework diagrammatically shows the relationship between the different variables in the study. The independent variable is perceived as the community participation and dependent variable is service delivery.

**Independent variable**

**Community Participation**

- Collective action
- Consultation
- Compliance
- Co-operation

**Dependent Variable**

**Service Delivery**

- Effectiveness in service delivery
- Transparency levels
- Service satisfaction
- Access to services

**Intervening variable**

- Effective developmental programmes
- Technical efficiency
- Improved mechanisms of accountability

Source: Derived from the Proceedings of Literature Review

It describes a relationship between the two variables the independent variable will be perceived as the community participation and these include collective action, consultation, compliance and co-operation whereas the dependent variable is the service delivery and these include effectiveness in service delivery, transparency levels, service satisfaction, access to services. Conceptually, community participation is closely associated with the service delivery, the higher the level of community participation, the better and more improved service delivery.
CHAPTER THREE

METHODOLOGY

3.0 Introduction

This chapter consisted of the procedures and methods that were used to conduct research on the study area. The chapter discussed how the respondents were selected, how data was collected and analyzed. The chapter also presents research design, population of study sample size, sampling technique, research instruments data sources. Reliability and validity, data gathering procedures, data analysis and limitations of the study.

3.1 Research design

The study followed a cross sectional research design. The qualitative and quantitative approaches were employed based on the local government of Arua District. The quantitative technique was used to collect and analyze data on the community participation and service delivery in local government of Arua District. The qualitative approach was used to community participation and service delivery in local government of Arua District. This design was used because it brings out clearly the relationship between community participation and service delivery. The study was specifically non-experimental because the researcher wanted to describe and make observations of what the real results were for purposes of making decisions based on the facts to improve the situation.

3.2 Study population

The target population of 240 was selected and it comprised of (5) resident district commissioners, (1) city mayor, (31) teachers, (25) police officers, (63) students and (25) community leaders. The rational was that all the above respondents were stake holders. Target population refers to the cumulative elements of study from an environment in which information was gathered from.
3.3 Sample size using Sloven's formula

The sample size of the study consisted of 150 respondents of the target population. This was so because the nature of data to be generated required different techniques for better understanding of the research problem under investigation. Besides, the approach is also commonly known for achieving higher degree of validity and reliability as well as eliminating biases as per Amin (2005).

The Sloven's formula (1978) was used to determine the minimum sample size.

\[ n = \frac{N}{1 + Ne^2} = \frac{240}{1 + 240(0.05)^2} = 150 \text{ respondents} \]

\[ n = \text{sample size} \]
\[ N = \text{the population size} \]
\[ e = \text{level of significance, fixed at 0.05} \]

Table 1: Target population and Sample size

<table>
<thead>
<tr>
<th>Category</th>
<th>Target Population</th>
<th>Sample size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resident district commissioner</td>
<td>8</td>
<td>5</td>
</tr>
<tr>
<td>City mayor</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Teachers</td>
<td>50</td>
<td>31</td>
</tr>
<tr>
<td>Police officers</td>
<td>40</td>
<td>25</td>
</tr>
<tr>
<td>Community leaders</td>
<td>40</td>
<td>25</td>
</tr>
<tr>
<td>Students</td>
<td>100</td>
<td>63</td>
</tr>
<tr>
<td>Total</td>
<td>240</td>
<td>150</td>
</tr>
</tbody>
</table>

Source: Primary Data (2012)

3.4 Sampling methods

The researcher used varieties of sampling which included: Purposive, random and stratified sampling.
3.4.1 Purposive sampling

Purposive sampling involved selecting a number of Resident District Commissioners, city mayor and community leaders based on the community participation in relation to service delivery. These were purposively selected because they headed different sections of people within the community and thus had sufficient knowledge about the community participation and service delivery. This method was appropriate because the sample selected comprises of informed persons who provided data that was comprehensive enough to gain better insight into the problem.

3.4.2 Simple Random sampling

Random sampling was used in selecting respondents from the population listing by chance. Teachers and students were randomly selected so as to get equal representation of the respondents. In that way, every member had an equal chance to be selected.

3.4.3 Stratified random sampling

Stratified random sampling was applied in consideration of the categorization city mayor and Police officers to compose an appropriate representative sample. This method involved organizing the units in the population into strata using common characteristic of activities performed.

3.5 Data Sources

Both primary and secondary data collection methods were used to collect relevant data to the study. Data collection methods were considered in such a way so that relevant information was collected as much as possible with little inconvenience to respondents. Primary data was collected from the respondents through interviews, and self-administered questionnaire. Primary data are important in answering questions about the extent of community participation in the service delivery programmes in Arua District, the trend of service delivery in local government under community participation in Arua District and the relationship between community participation and service delivery in Arua District. Secondary data was obtained from recorded documents, earlier studies and some publications on community participation and service delivery. Other information was
obtained from the internet.

3.6 Data collection instruments

The researcher used the following instruments in this study, questionnaire and interview

3.6.1 Questionnaire

The questionnaire was the main primary source of data collection. The identified sample served with the questionnaire directly by the researcher. To obtain quantitative data, one set of questionnaires was used for all respondents. The questionnaires were filled in by Resident District Commissioners, City Mayor, Teachers, police officers, students and community leaders. The questions involved the feelings of respondent groups regarding the community participation’s impact on service delivery in local government. The questionnaire also aimed at getting responses from the respondents about their views on community participation leads to service delivery in local government.

3.6.2 Interviews

Interviews were face to face interaction between the interviewee and the interviewer. The interviews were held with those respondents identified purposely crucial to the provision of explanations to the topic under study. The questions for the interview were both open-ended and closed. The open-ended questions gave chance to more discussions, while the closed questions were asked for particular responses. The interviews method helps to collect additional views from respondents on the theme of the study. The questions were filled on spot and the respondents were interviewed from their offices to save time. This method allows further probing and clarification of questions that tends to be difficult and not clear to the respondents. It also enhances responses for questions which were regarded as sensitive.

3.7 Validity and reliability of the instrument

3.7.1 Validity

Validity of the instrument was ensured through expert judgment and the researcher made sure the coefficient of validity to be at least 70%. The researcher consulted her supervisor for expert
knowledge on questionnaire construction. After the assessment of the questionnaire, the necessary adjustments were made bearing in mind of the objectives of the study. The formula that was used to calculate the validity of the instrument was:

\[
CVI = \frac{\text{no of items declared valid}}{\text{total no of items}}
\]

3.7.2 Reliability

Reliability is a measure of the degree to which a research instrument yields consistent results or data after repeated trials (Muganda & Mugenda, 2003). Reliability of the instrument was established through a test-retest technique. If the test consists of \( n \) items and an individual's score was the total answered correctly, then the coefficient was given by the formula:

\[
\alpha = \frac{n}{n-1} \left[ 1 - \frac{1}{\sigma_2^2} \sum_{i=1}^{n} \sigma_i^2 \right]
\]

Where \( \sigma_2 \) was the variance of the total scores and was the variance of the set of 0,1 scores representing correct and incorrect answers on item 1. The theoretical range of the coefficient was 0 to 1. Suggested guidelines for interpretation were < 0.60 unacceptable, 0.60–0.65 undesirable, 0.65–0.70 minimally acceptable, 0.70–0.80 respectable, and 0.80–0.90 very good. Consider shortening the scale by reducing the number of items. The table 1 shows each main constructs of the model was considered acceptable since the Cronbach's alpha related to each of them exceeded 0.70, confirming a satisfactory reliability.

3.8 Data analysis

The quantitative data involved information from the questionnaires only. Data from the field was too raw for proper interpretation. It was therefore vital to put it into order and structure it, so as to drive meaning and information from it. The raw data obtained from questionnaires was cleaned, sorted and coded. The coded data was entered into the Computer, checked and statistically analyzed using the statistical package for social scientists (SPSS) software package to generate descriptive and inferential statistics. Descriptive analysis was applied to describe the primary variable and associated indicator items related to the study objectives.
The Pearson product correlation Co-efficient analysis was used to test the relationship among the variables and regression coefficient models to determine the extent to which the independent variables impacts on the dependent variable. The results were presented inform of tables then discussed in relation to existing literature. Conclusion and recommendations were drawn in relation to the set objectives of the study.

3.9 Data Processing

The data obtained from the questionnaire was double checked to make sure that the information provided was complete, consistent, reliable, and accurate. Data processing involved scrutiny of the responses given on the questionnaires by different respondents. Data was sorted, edited, and interpreted. The coding and tabulation of the data was obtained from the study then followed. To achieve data quality management, the questionnaires were tested on 10 respondents. This was done to test consistency and to ensure that instruments remain consistent over time.

3.10 Ethical Consideration

To ensure ethical considerations of the study and the safety, social and psychological well-being of the person and/or community involved in the study, the researcher got clearance letter from Kampala International University. The study also ensured the privacy and confidentiality of the information provided by the respondent which was solely used for academic purpose. On the other hand to ensure the safety of the person and/or community involved in the study the researcher would get the consent of the respondent approval by their signing before the respondents filled the questionnaires.
CHAPTER FOUR
DATA PRESENTATION, INTERPRETATION AND ANALYSIS

4.0 Introduction

This chapter deals with the presentation and analysis of the major findings from the research instruments that were used for collecting the data with specific emphasis on the relationship between community participation and service delivery in local government of Arua District, Uganda.

The character of the respondents included aspects of gender, age, marital status and level of education filled on the questionnaire and the results are presented and analyzed in table 3 below are table four for clear clarification.

4.1 Demographic profile of respondents

Table 4.1: Profile of the Respondents (n=150)

<table>
<thead>
<tr>
<th>MAIN CATEGORY</th>
<th>SUB-CATEGORY</th>
<th>FREQUENCY</th>
<th>PERCENTAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gender</td>
<td>Male</td>
<td>82</td>
<td>54.67</td>
</tr>
<tr>
<td></td>
<td>Female</td>
<td>68</td>
<td>45.33</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>150</td>
<td>100</td>
</tr>
<tr>
<td>Age</td>
<td>20-35 years</td>
<td>67</td>
<td>44.67</td>
</tr>
<tr>
<td></td>
<td>36-49 years</td>
<td>48</td>
<td>32</td>
</tr>
<tr>
<td></td>
<td>50 and above</td>
<td>35</td>
<td>23.33</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>150</td>
<td>100</td>
</tr>
<tr>
<td>Marital Status</td>
<td>Single</td>
<td>39</td>
<td>26</td>
</tr>
<tr>
<td></td>
<td>Married</td>
<td>69</td>
<td>46</td>
</tr>
<tr>
<td></td>
<td>Widowed</td>
<td>27</td>
<td>18</td>
</tr>
<tr>
<td></td>
<td>Divorced</td>
<td>15</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>150</td>
<td>100</td>
</tr>
<tr>
<td>Educational level</td>
<td>Primary level</td>
<td>13</td>
<td>8.67</td>
</tr>
</tbody>
</table>
The table 4.1 above represents the demographic characteristics of the respondents in terms of gender, age and education level.

Regarding gender, it was realized that (54.67%) were male while 45.33% were female respondents.

In terms of ages, (44.67%) were in age ranging 20-35 years. This was followed by respondents aged between 36-49 years with (32%) while the minority group was of respondents aged above 50 years with a (23.33%).

In regard to marital status, 26% were single, 46% were married, 18% were widowed, and 10% were divorced. This implies that the married were the majority and thus had several responsibilities.

Information regarding educational level majority of respondents were at diploma level at (36%) who were followed by those with degree education (20%). Those with certificate level had (13.33%) followed by those who were the master’s degree holders (11.33%), those with secondary level education had (10.67%) whereas the primary level were at (8.67%).

<table>
<thead>
<tr>
<th>Education Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Secondary</td>
<td>10.67%</td>
</tr>
<tr>
<td>Certificate level</td>
<td>13.33%</td>
</tr>
<tr>
<td>Diploma</td>
<td>36%</td>
</tr>
<tr>
<td>Degree</td>
<td>20%</td>
</tr>
<tr>
<td>Master’s degree</td>
<td>11.33%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
</tr>
</tbody>
</table>

Source: primary data
4.2 Findings on extent of community participation in the service delivery programmes in Arua District

Table 4.2: The extent of community participation in the service delivery programmes in Arua District

<table>
<thead>
<tr>
<th>INDICATORS</th>
<th>MEAN</th>
<th>INTERPRETATION</th>
<th>RANK</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cooperation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Most community members do work hand in hand on matters related to the community</td>
<td>3.3</td>
<td>Very Good</td>
<td>1</td>
</tr>
<tr>
<td>Teamwork and cooperation in the community helps to improve on standards of living</td>
<td>3.27</td>
<td>Very Good</td>
<td>2</td>
</tr>
<tr>
<td>Local people have been effective enough in uniting with the outsiders to determine the realities</td>
<td>2.75</td>
<td>Good</td>
<td>3</td>
</tr>
<tr>
<td>The outsiders usually work together with the local people to improve services delivered within the community</td>
<td>2.7</td>
<td>Good</td>
<td>4</td>
</tr>
<tr>
<td>Collective action</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Most community members also do communal work in matters regarding service delivery</td>
<td>2.7</td>
<td>Good</td>
<td>5</td>
</tr>
<tr>
<td>The local people have been innovative enough to mobilize to carry out activities with the community</td>
<td>2.6</td>
<td>Good</td>
<td>6</td>
</tr>
<tr>
<td>Despite the absence of the outsiders or facilitators, sometimes the local people have been able to perform community work</td>
<td>2.5</td>
<td>Poor</td>
<td>7</td>
</tr>
<tr>
<td>The local people usually set agenda to perform joint activities within the community</td>
<td>2.4</td>
<td>Poor</td>
<td>8</td>
</tr>
<tr>
<td>Compliance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local people sometimes agree to carry out</td>
<td>2.4</td>
<td>Poor</td>
<td>9</td>
</tr>
<tr>
<td>public activities</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>Most community members are obedient to the community work routine</td>
<td>2.35</td>
<td>Poor</td>
<td>10</td>
</tr>
<tr>
<td>There is increased acquiescence regarding to assigning tasks with incentives and improve on services delivered</td>
<td>2</td>
<td>Poor</td>
<td>11</td>
</tr>
<tr>
<td>Outsiders usually decide the agenda and direct activities carried out with in the community</td>
<td>1.8</td>
<td>Poor</td>
<td>12</td>
</tr>
</tbody>
</table>

**Consultation**

| Community meetings and conferences play a vital role regarding to activities of the community | 1.7 | Very Poor | 13 |
| Incorporation of local people’s knowledge into development programmes important principle on matters of the community | 1.6 | Very Poor | 14 |
| The government usually ask for local opinions and decide on the course of action appropriately | 1.5 | Very Poor | 15 |
| Public talks and consultation of the government with in the local people yield positivity on matters of service delivery | 1.45 | Very Poor | 16 |

**Average Mean** | 2.31 | Poor |

*Source: primary data*

**Legend**

<table>
<thead>
<tr>
<th>Mean Range</th>
<th>Response Mode</th>
<th>Interpretation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.00 – 1.75</td>
<td>Strongly Disagree</td>
<td>Very Poor</td>
</tr>
<tr>
<td>1.76 – 2.50</td>
<td>Disagree</td>
<td>Poor</td>
</tr>
<tr>
<td>2.51 – 3.25</td>
<td>Agree</td>
<td>Good</td>
</tr>
<tr>
<td>3.26 – 4.00</td>
<td>Strongly Agree</td>
<td>Very Good</td>
</tr>
</tbody>
</table>
The first objective was set to establish the extent of community participation in the service delivery programs in Arua District. For this study, the extent of community participation was determined using sixteen indicators which the respondents were required to indicate the extent to which they preferred.

On the indicator that most community members do work hand in hand on matters related to the community was very good at mean of 3.3 an equivalent to very good on the Likert Scale. It was followed by Teamwork and cooperation in the community helps to improve on standards of living at a mean of 3.27 which is also very good. Local people have been effective enough in uniting with the outsiders to determine the realities followed at a mean of 2.75 which was equivalent to good.

In the fourth rank was the indicator the outsiders usually work together with the local people to improve services delivered within the community at a mean of 2.7 which was equivalent to good. Most community members also do communal work in matters regarding service delivery was at the fifth rank with a mean of 2.7 equivalent to good.

The local people have been innovative enough mobilize to carry out activities with the community ranked sixth with a mean of 2.6 equivalent to good. This was followed by despite the absence of the outsiders or facilitators, sometimes the local people have been able to perform community work at the seventh position with a mean of 2.5 which is poor.

The local people usually set agenda to perform joint activities within the community at eighth rank with mean of 2.4 which was equivalent to poor. Local people sometimes agree to carry out public activities was at the ninth rank with a mean of 2.4 poor.

Most community members are obedient to the community work routine was ranked tenth with a mean of 2.35 equivalent to poor. This was followed by the indicator that there is increased acquiescence regarding to assigning tasks with incentives and improve on services delivered was ranked at the eleventh position with a mean of 2.00 which is poor. Outsiders usually decide the agenda and direct activities carried out within the community with a mean of 1.8 which is poor on the Likert Scale. Community meetings and conferences play a vital role regarding to activities of the community with a mean of 1.7 which is very poor.
This was followed by incorporation of local people’s knowledge into development programs important principle on matters of the community was at mean of 1.6 which is very poor on Likert Scale. The government usually asks for local opinions and decides on the course of action appropriately was at mean of 1.5 which is very poor on the Likert Scale. Public talks and consultation of the government with in the local people yield positivity on matters of service delivery was the last indicator at mean of 1.45 which is very poor.

Generally the extent of community participation in the service delivery programs in Arua District were poor an average mean of 2.31equivalent to poor on the Likert Scale.

4.3 Findings on the trend of service delivery in local government under community participation in Arua District

Table 4.3: The trend of service delivery in local government under community participation in Arua District n=150

<table>
<thead>
<tr>
<th>INDICATORS</th>
<th>MEAN</th>
<th>INTERPRETATION</th>
<th>RANK</th>
</tr>
</thead>
<tbody>
<tr>
<td>Effectiveness in service delivery</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>There is effectiveness in service delivery and value</td>
<td>3.33</td>
<td>Very good</td>
<td>1</td>
</tr>
<tr>
<td>There are no delays in service deliveries with</td>
<td>3.3</td>
<td>Very good</td>
<td>2</td>
</tr>
<tr>
<td>in the community</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service providers are reliable/dependable in their</td>
<td>3.2</td>
<td>good</td>
<td>3</td>
</tr>
<tr>
<td>delivery</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service providers always attended to the</td>
<td>3.1</td>
<td>Good</td>
<td>4</td>
</tr>
<tr>
<td>community members in times of need</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transparency levels</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>There is transparency levels of service</td>
<td>3.1</td>
<td>Good</td>
<td>5</td>
</tr>
<tr>
<td>delivery</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The service providers respond with ease to the</td>
<td>3</td>
<td>Good</td>
<td>6</td>
</tr>
<tr>
<td>community needs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service delivery is very flexible within the</td>
<td>2.29</td>
<td>Poor</td>
<td>7</td>
</tr>
</tbody>
</table>
The second objective was set to establish the trend of service delivery in local government under community. There is effectiveness in service delivery and value with a mean of 3.33 equivalent to

<table>
<thead>
<tr>
<th>Community</th>
<th>There is no discrimination when seeking public services</th>
<th>2.25</th>
<th>Poor</th>
<th>8</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service satisfaction</td>
<td>The community members are very satisfied with the services offered</td>
<td>2.25</td>
<td>Poor</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>The community members are appreciative of the services provided</td>
<td>2.22</td>
<td>Poor</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>There is also a good attitude among the community towards service delivery</td>
<td>2.2</td>
<td>Poor</td>
<td>11</td>
</tr>
<tr>
<td></td>
<td>Local peasants are contented with the services provided</td>
<td>2.2</td>
<td>Poor</td>
<td>12</td>
</tr>
<tr>
<td>Access to services</td>
<td>There is always quick access to services</td>
<td>2.1</td>
<td>Poor</td>
<td>13</td>
</tr>
<tr>
<td></td>
<td>The local people can get all services they need with ease</td>
<td>1.7</td>
<td>Very Poor</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>The service providers are less bureaucratic</td>
<td>1.6</td>
<td>Very Poor</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>The services offered are timely</td>
<td>1.5</td>
<td>Very Poor</td>
<td>16</td>
</tr>
<tr>
<td>Average Mean</td>
<td>2.46</td>
<td>Poor</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Source: Primary data

<table>
<thead>
<tr>
<th>Mean Range</th>
<th>Response Mode</th>
<th>Interpretation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.00 – 1.75</td>
<td>Strongly Disagree</td>
<td>Very Poor</td>
</tr>
<tr>
<td>1.76 – 2.50</td>
<td>Disagree</td>
<td>Poor</td>
</tr>
<tr>
<td>2.51 – 3.25</td>
<td>Agree</td>
<td>Good</td>
</tr>
<tr>
<td>3.26 – 4.00</td>
<td>Strongly agree</td>
<td>Very Good</td>
</tr>
</tbody>
</table>

The second objective was set to establish the trend of service delivery in local government under community. There is effectiveness in service delivery and value with a mean of 3.33 equivalent to
very good. This was followed by the indicator that there are no delays in service deliveries with a mean of 3.3 equivalent to very good ranked second. Service providers are reliable/dependable in their delivery with mean of 3.2 equivalent to good and ranked third. Service providers always attended to the community members in times of need followed with mean of 3.1 equivalent to good and ranked fourth.

There were transparent levels of service delivery with a mean of 3.1 equivalent to good and ranked fifth. This was followed by the service providers respond with ease to the community needs with a mean of 3.00 equivalent to good and Service delivery is very flexible within the community followed with a mean of 2.29 equivalent to poor. This was followed by there is no discrimination when seeking public services with a mean of 2.25 equivalent to poor and ranked eighth.

The community members are very satisfied with the services offered with a mean of 2.25 equivalent to poor and ranked ninth and the community members are appreciative of the services provided with a mean of 2.22 equivalent to poor followed. There is also a good attitude among the community towards service delivery with a mean of 2.20 equivalent to poor and ranked eleventh. This was followed by Local peasants are contented with the services provided with a mean of 2.2 equivalent to poor.

There is always quick access to services with a mean of 2.1 equivalent to poor. The local people can get all services they need with ease with a mean of 1.7 equivalent to very poor also followed by the service providers are less bureaucratic with a mean of 1.6 equivalent to very poor and ranked fifteenth. The last indicator was the services offered are timely with a mean of 1.5 equivalent to very poor.

Generally the trend of service delivery in local government under community was poor with average mean average of 2.46 an equivalent of poor on the Likert scale.
Table 4.4: Pairwise Correlation Analysis

<table>
<thead>
<tr>
<th>Variable Pairs</th>
<th>Pears on R</th>
<th>Significance</th>
<th>Rank</th>
<th>Interpretation</th>
<th>Decision On Hypothesis</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collective action v/s Effectiveness in service delivery</td>
<td>.781</td>
<td>0.000</td>
<td>7</td>
<td>Strong positive</td>
<td>Accepted</td>
</tr>
<tr>
<td>Consultation v/s Effectiveness in service delivery</td>
<td>.835</td>
<td>0.000</td>
<td>5</td>
<td>V. strong positive</td>
<td>Accepted</td>
</tr>
<tr>
<td>Compliance v/s Effectiveness in service delivery</td>
<td>.619</td>
<td>0.000</td>
<td>13</td>
<td>Strong positive</td>
<td>Accepted</td>
</tr>
<tr>
<td>Co-operation v/s Effectiveness in service delivery</td>
<td>.656</td>
<td>0.000</td>
<td>12</td>
<td>Very strong positive</td>
<td>Accepted</td>
</tr>
<tr>
<td>Consultation v/s Transparency levels</td>
<td>.798</td>
<td>0.000</td>
<td>6</td>
<td>V. strong positive</td>
<td>Accepted</td>
</tr>
<tr>
<td>Collective action v/s Transparency levels</td>
<td>.854</td>
<td>0.000</td>
<td>3</td>
<td>V. strong positive</td>
<td>Accepted</td>
</tr>
<tr>
<td>Compliance v/s Transparency levels</td>
<td>.722</td>
<td>0.000</td>
<td>9</td>
<td>Strong positive</td>
<td>Accepted</td>
</tr>
<tr>
<td>Co-operation v/s Transparency levels</td>
<td>.856</td>
<td>0.000</td>
<td>2</td>
<td>V. strong positive</td>
<td>Accepted</td>
</tr>
<tr>
<td>Collective action v/s Service satisfaction</td>
<td>.740</td>
<td>0.000</td>
<td>8</td>
<td>Strong positive</td>
<td>Accepted</td>
</tr>
<tr>
<td>Consultation v/s Service satisfaction</td>
<td>.700</td>
<td>0.000</td>
<td>10</td>
<td>Strong positive</td>
<td>Accepted</td>
</tr>
<tr>
<td>Compliance v/s Service satisfaction</td>
<td>.539</td>
<td>0.000</td>
<td>15</td>
<td>Moderate positive</td>
<td>Accepted</td>
</tr>
<tr>
<td>Co-operation v/s T Service satisfaction</td>
<td>.688</td>
<td>0.000</td>
<td>11</td>
<td>Strong positive</td>
<td>Accepted</td>
</tr>
<tr>
<td>Collective action v/s Access to services</td>
<td>.852</td>
<td>0.000</td>
<td>4</td>
<td>V. strong positive</td>
<td>Accepted</td>
</tr>
<tr>
<td>Consultation v/s Access to services</td>
<td>.573</td>
<td>0.000</td>
<td>14</td>
<td>Moderate positive</td>
<td>Accepted</td>
</tr>
<tr>
<td>Compliance v/s Access to services</td>
<td>.504</td>
<td>0.000</td>
<td>16</td>
<td>Moderate positive</td>
<td>Accepted</td>
</tr>
<tr>
<td>Co-operation v/s Access to services</td>
<td>.877</td>
<td>0.000</td>
<td>1</td>
<td>V. strong positive</td>
<td>Accepted</td>
</tr>
</tbody>
</table>

Note: The values in the correlation table range from -1.0 to +1.0, indicating the strength and direction of the relationship between variables. A positive correlation indicates that as one variable increases, the other variable also increases. A negative correlation indicates that as one variable increases, the other variable decreases. The strength of the correlation is indicated by the numerical value, with values closer to 1.0 indicating a stronger correlation.

Legend:
- Strong negative: -0.5 to -1.0
- Weak negative: -0.5 to -0.1
- No correlation: 0.0
- Weak positive: 0.1 to 0.5
- Moderate positive: 0.5 to 0.7
- Strong positive: 0.7 to 1.0
- Perfect positive: 1.0

The decision on hypothesis is based on the significance level (P < 0.05), indicating whether the correlation is statistically significant.
Interpretation scale

Analysis and interpretation of Pearson's pairwise correlations

All pair-wise correlation coefficients lie between 0.50 and 0.87, meaning they range between moderate positive and very strong positive on the interpretations scale. The highest correlation coefficient ($r = 0.877$) was found to be between “Co-operation” and “access to services” which was interpreted as very strong positive.

This was followed by the “Co-operation” and “Transparency level” with an $r$ value of 0.856. The third most significant correlation was between “Collective action” and “Transparency levels” with a coefficient of 0.854. The fourth in rank was the correlation between “Collective action” and “Access to services” ($r = 0.852$). All the first four ranks fell with the “very strong positive” range on the persons’ scale.

Moderate correlations were found to be between “Compliance” and “Access to services” ($r = 0.504$); and between “Compliance” and “Service satisfaction” ($r = 0.539$). These were followed by “Consultation” and “Access to services”: with a correlation coefficient of $r = 0.573$. All the lowest three were within the range of moderate positive on the Pearson’s scale.

In the context of the literature review as explained by Etzioni (1993) the analysis supports the idea that service delivery should be delivered in ways in which community participation can be strengthened. Likewise the finding in the correlation analysis between dependent and in depended variables in the study concurs with Blackburn’s (2009) opinion that the programmes that are imposed by the government tend to be unsustainable because there is no community involvement.
4.4 Findings on relationship between community participation and service delivery in Arua District

Table 4.5: Relationship between community participation and service delivery in Arua District (Level of significance = 0.05)

<table>
<thead>
<tr>
<th>Correlations</th>
<th>Community participation</th>
<th>Service delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community participation</td>
<td>Pearson Correlation</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Sig. (2-tailed)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>N</td>
<td>150</td>
</tr>
<tr>
<td>Service delivery</td>
<td>Pearson Correlation</td>
<td>0.756**</td>
</tr>
<tr>
<td></td>
<td>Sig. (2-tailed)</td>
<td>.000</td>
</tr>
<tr>
<td></td>
<td>N</td>
<td>150</td>
</tr>
</tbody>
</table>

**. Correlation is significant at the 0.05 level (2-tailed).

Source: primary data

Table 4.5 correlating community participation and service delivery in local government Arua District. The Pearson’s Linear Correlation coefficient was used to get the test the null hypothesis. Results in table 6 indicate that there were strong positive correlation \( r = 0.756 \) between “Service delivery” and “Community participation” at 0.05 level of significance.

Therefore the null hypothesis which states that there is significant relationship between community participation and service delivery in Arua District was accepted. By interpretation, it means an improvement in community participation lead to improvement in the trend of service delivery and vice versa.
Table 4.6: Regression analysis between the dependent and independent variables

<table>
<thead>
<tr>
<th>Model</th>
<th>Unstandardized Coefficients</th>
<th>Standardized Coefficients</th>
<th>t</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>B</td>
<td>Std. Error</td>
<td>Beta</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>(Constant)</td>
<td>.481</td>
<td>.050</td>
<td>0.451</td>
</tr>
<tr>
<td></td>
<td>Collective action</td>
<td>.865</td>
<td>.075</td>
<td>0.451</td>
</tr>
<tr>
<td></td>
<td>Consultation</td>
<td>.752</td>
<td>.036</td>
<td>0.540</td>
</tr>
<tr>
<td></td>
<td>Co-learning</td>
<td>.640</td>
<td>.042</td>
<td>0.421</td>
</tr>
<tr>
<td></td>
<td>Co-option</td>
<td>.846</td>
<td>.048</td>
<td>0.254</td>
</tr>
</tbody>
</table>

a. Dependent Variable: Service delivery

From the table 4.6 above of regression analysis the F-value is 83.30 and Sig. value is 0.000. According to the findings in the table above, the adjusted R2 is 0.846. This implies that there is significant relationship between the community participation and service delivery in Arua District was accepted meaning there is a relationship. Also it shows that there is a significant relationship between the dependent variable and independent variable as the results indicate that the significant value (0.000) is greater than the F-value (83.30).

From the above analysis, the multiple regression equation based on the model was developed.

\[ Y = b_0 + b_1x_1 + b_2x_2 + b_3x_3 \]

Substituting for values in the equation:

\[ Y = 0.481 + 0.865x_1 + 0.752x_2 + 0.640x_3 + 0.846x_4 \]
Service delivery = 0.056 + 0.074x Collective action + 0.854x Consultation + 0.6258x Compliance + 0.816x Co-option.

**Interpretations:**
The above analysis reveals that it is clear that Collective action has the most significant positive effect on Service delivery, accounting for 86.5% of the changes in service delivery. When “Collective action” changes by one unit, “Service delivery” changes by 86.5%. The second most significant was “Co-operation”, which accounts for 84.6% change in “Service delivery”, while “Consultation” (75.2%) and “Compliance” (75.2%) were third and fourth respectively.

Table 4.7: Overall Study Regression Mode

<table>
<thead>
<tr>
<th>Model</th>
<th>Unstandardized Coefficients</th>
<th>Standardized Coefficients</th>
<th>T</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>B</td>
<td>Std. Error</td>
<td>Beta</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>(Constant)</td>
<td>.215</td>
<td>.018</td>
<td>0.130</td>
</tr>
<tr>
<td></td>
<td>Community participation</td>
<td>.786</td>
<td>.025</td>
<td>.582</td>
</tr>
</tbody>
</table>

a. Dependent Variable: Service delivery

**Interpretations:**

Y = Service delivery while x = Community participation

Y = a + bx therefore Y = 0.215 + 0.786x Therefore when Community participation is 0, Service delivery will be 21.5%. When Community participation changes by one unit, Service delivery changes by 78.6%. 
CHAPTER FIVE

FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

In this last chapter of the thesis, a summary of findings is provided, conclusions are drawn and recommendations made based on the findings of the study. The section begins with a summary of the findings of this study.

5.1 Summary of findings and discussions

In summary, the study also found out that the extent of community participation in the service delivery programmes in Arua District was poor with an average mean of 2.31 equivalent to poor on the Likert Scale. In regard to the trend of service delivery in local government under community, it also revealed that the level was poor with a mean average of 2.46 an equivalent of poor on the Likert scale.

It was found out that the null hypothesis which states that there is significant relationship between community participation and service delivery in Arua District was accepted.

The study also revealed that the adjusted R2 is 0.846. This implies that there is significant relationship between the community participation and service delivery in Arua District was accepted meaning there is a relationship.

The findings further revealed that all pair-wise correlation coefficients lie between 0.50 and 0.87, meaning they range between moderate positive and very strong positive on the interpretations scale. The highest correlation coefficient (r = 0.877) was found to be between “Co-operation” and “access to services” which was interpreted as very strong positive.

The findings indicate that through participation, ordinary people are given opportunity to have a say in how their environment should be planned and developed in future, and that people are able to influence the final outcome of planned action.

It was found out that effective forms of community participation in service delivery provide both opportunities and incentives for local government officials are responding to community needs.
From the study, it was confirmed that transparency at the local level may also be enhanced through score cards for public services or supporting local independent media to act as monitors of project activities.

The study further indicates that community participation in community affairs that serve to check and balance political activities; community participation allows fuller access to benefits of a democratic society.

The study further revealed that participation provides a source of special insight, information, knowledge, and experience, which contributes to the soundness of community solutions; Community participation can legitimize a program, its plans, actions, and leadership and Participation can also reduce the cost for personnel needed to carry out many of the duties associated with community action.

Respondents also claimed service delivery is an important strategic issue since it allows a government or local government to transpose its strategy onto the operational level. It was noted that it is possible to assess and approach service delivery through an accountability model for service delivery.

The study revealed that transparency at the local level may also be enhanced through score cards for public services or supporting local independent media to act as monitors of project activities. It was noted that direct service provision by communities, contracting by communities to service providers improve on service delivery. In addition, community participation in service delivery involves far more than the direct delivery of services

5.2 Conclusion

It is concluded that; the study findings indicated that extent of community participation is relatively low and unsatisfactory, the trend of service delivery was inadequate and a significant positive relationship between community participation and service delivery was established to exist. The study concluded that a cross section of community participation in the decision-making process reduces the likelihood of community leaders making self-serving decisions.

It further concludes that community participation can also reduce the cost for personnel needed to carry out many of the duties associated with community action. Without this support, scores of
worthwhile projects would never be achieved in many communities. From study findings, it was concluded people are a resource unlike any other in that their value and availability can be difficult to quantify.

Services are judged partly by subjective criteria, so understanding the quality that is provided by any service system can be tricky. The study concluded that community developmental programs that are imposed by the government tend to be unsustainable because there is no community involvement. The government introduced more programs before it was certain that other programs were successful or not.

It also concludes that public participation contributes to overcoming a sense of hopelessness because it increases the public’s senses of efficacy, meaning the belief that the ordinary citizens have the ability and competence to influence municipalities.

5.3 Recommendations

There is also need for local officials to increase people’s productivity and access to capital, and give them better access to administrative staff through cooperation.

There should be need for transformation to more accommodative, inclusive and practical approaches to development.

It should be noted that community participation is an important principle of participatory development is the incorporation of local people’s knowledge into program planning and the supposition that the articulation of people’s knowledge can transform top-down bureaucratic planning systems.

Community participation, increasing transparency and service delivery improvement seem should be the key issues to deal with this assumed legitimacy problem.

Transparency at the local level should be also be enhanced through score cards for public services or supporting local independent media to act as monitors of project activities.

There is need for community participation initiatives are related to technical efficiency through such areas as overcoming information asymmetry, providing communities with information on
quality through various forms of Monitoring and Evaluation, and ensuring that resources are spent for necessary technical resources by service providers.

The study also recommends that there is need to improve various dimensions a locative efficiency includes greater attention to the priorities of communities, increased transparency on budgets and public resources through such mechanisms as public budgeting and Public Expenditures Tracking systems, and a subsequent reduction on ‘rent seeking” by those in positions of power.

It also recommends that there is need to improve on accountability involves creating increased transparency from community involvement with public sector agencies, community participation in school management, and community participation in public hearings.

5.4 Areas of further research

The study did not exhaust all the dependent variables that influence service delivery apart from community participation thus the need for other researchers to conduct an exhaustive study on variables under listed.

- Decentralization and service delivery
- Good governance and service delivery
- Public policy and service delivery
- Revenue collection and service delivery
REFERENCES


Burton, P (2003) Community involvement in neighbourhood regeneration: Stairway to heaven or road to nowhere? ESRC Centre for Neighbourhood Research


Chanan G. Regeneration and Sustainable Communities, Community Development Foundation 1999


Harvey, D (1989) ‘Frommanagerialism to entrepreneurialism: The transformation in urban governance in late capitalism’ in Geografiskaannaler. vol 71B, pp. 3-17


Background note for workshop, “Strengthening Participation in Local Governance”, Institute of Development Studies


Parry, G et al (1992), Political Participation and Democracy in Britain, Cambridge: CUP


43


Dear Sir/ Madam

I am by the names of Viola Engura Charles, a student of bachelor's Degree in public administration at Kampala International University and currently pursuing a research dissertation entitled "impact of community participation on service delivery in local government of Arua District". In view of this empirical investigation, may I request you to be part of this study by answering the questionnaires? Rest assured that the information that you provide shall be kept with utmost confidentiality and will be used for academic purposes only.

As you answer the questionnaire, be reminded to respond to the items in the questionnaire thus not leave any item unanswered. Further, may I retrieve the filled out questionnaire within 5 days from the date of distribution?

Thank you very much in advance

FACE SHEET

Code # ______________ Date Received by Respondent ______________

PART 1: RESPONDENT'S PROFILE

Gender ____________________ Date ____________________
1. Male
2. Female

Qualification ____________________
1. Primary level
2. Secondary
3. Certificate level
4. Diploma
5. Degree
6. Master’s degree

Age ____________________
1. 20-35 years
2. 36-49 years
3. 50 and above years
Direction 1: Please write your rating on the space before each option which corresponds to your best choice in terms of level of motivation. Kindly use the scoring system below:

<table>
<thead>
<tr>
<th>Score</th>
<th>Response Mode</th>
<th>Description</th>
<th>Interpretation</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Strongly Agree</td>
<td>You agree with no doubt at all</td>
<td>Very satisfactory</td>
</tr>
<tr>
<td>4</td>
<td>Agree</td>
<td>You agree with some doubt</td>
<td>Satisfactory</td>
</tr>
<tr>
<td>3</td>
<td>Neutral</td>
<td>You are not sure about any</td>
<td>None</td>
</tr>
<tr>
<td>2</td>
<td>Disagree</td>
<td>You disagree with some doubt</td>
<td>Fair</td>
</tr>
<tr>
<td>1</td>
<td>Strongly Disagree</td>
<td>You disagree with no doubt at all</td>
<td>Poor</td>
</tr>
</tbody>
</table>

**PART 2: COMMUNITY PARTICIPATION**

### Extent of community participation

#### Cooperation

1. Most community members do work hand in hand on matters related to the community
2. Teamwork and cooperation in the community helps to improve on standards of living
3. Local people have been effective enough in uniting with the outsiders to determine the realities
4. The outsiders usually work together with the local people to improve services delivered within the community

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Collective action

1. Most community members also do communal work in matters regarding service delivery
2. The local people have been innovative enough mobilize to carry out activities with the community
3. Despite the absence of the outsiders or facilitators, sometimes the local people have been able to perform community work
4. The local people usually set agenda to perform joint activities within the community

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Extent of community participation

**Compliance**

<table>
<thead>
<tr>
<th>1</th>
<th>Local people sometimes agree to carry out public activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Most community members are obedient to the community work routine</td>
</tr>
<tr>
<td>3</td>
<td>There is increased acquiescence regarding to assigning tasks with incentives and improve on services delivered</td>
</tr>
<tr>
<td>4</td>
<td>Outsiders usually decide the agenda and direct activities carried out within the community</td>
</tr>
</tbody>
</table>

**Consultation**

| 1 | Community meetings and conferences play a vital role regarding to activities of the community |
| 2 | Incorporation of local people’s knowledge into development programmes important principle on matters of the community |
| 3 | The government usually ask for local opinions and decide on the course of action appropriately |
| 4 | Public talks and consultation of the government with in the local people yield positivity on matters of service delivery |

### PART 3: SERVICE DELIVERY

**Effectiveness in service delivery**

| 1 | There is effectiveness in service delivery and value |
| 2 | There are no delays in service deliveries within the community |
| 3 | Service providers are reliable/dependable in their delivery |
| 4 | Service providers always attended to the community members in times of need |

**Transparency levels**

| 1 | There is transparency levels of service delivery |
The local people can get all services they need with ease.

Thanks for your responses

Service delivery is very flexible within the community.
There is no discrimination when seeking public services.

The service providers respond with ease to the community needs.

Service satisfaction

| 1 | The community members are very satisfied with the services offered |
| 2 | The community members are appreciative of the services provided |
| 3 | There is also a good attitude among the community towards service delivery |
| 4 | Local peasants are contented with the services provided |

Access to services

| 1 | There is always quick access to services |
| 2 | The local people can get all services they need with ease |
| 3 | The service providers are less bureaucratic |
| 4 | The services offered are timely |

Thanks for your responses
Appendix II

INTERVIEW GUIDE

SPOT INFORMATION
A) Viola Engura Charles

B) Descriptive Interview

C) Despite the effectiveness of community participation, most local government still experience poor service delivery. This could be contributed by

Key Issues

What are the demographic Characteristics of the respondents?

What is the extent of community participation in the service delivery programmes in Arua District?

What is the trend of service delivery in local government under community participation in Arua District?

What is the relationship between community participation and service delivery in Arua District?

What is the regression analysis between community participation and service delivery in local government?