

**COMMUNITY PARTICIPATION AND SERVICE DELIVERY IN LOCAL
GOVERNMENT**

**A CASE STUDY OF KABALE DISTRICT,
KAMWEZI SUB-COUNTY**

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UNIVERSITY**

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DECLARATION

I, Keneema Immaculate declare that this research dissertation on “Community participation and service delivery in local government: a case study of Kabale District, Kamwezi Sub-County” is my original work and to the best of my knowledge, has not been submitted for any award at any academic institution.

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APPROVAL

This research dissertation on “Community participation and service delivery in local government: a case study of Kabale District, Kamwezi Sub-County” 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 and Management.

Signature: 

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Date: 29/08/16

DEDICATION

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

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ABSTRACT

The study sought to examine the relationship between community participation and service delivery in local government: a case study of Kabale District, Kamwezi Sub-County. The study objectives were; to find out the role played by community participation in service delivery in Kamwezi Sub-County, Kabale District, to determine the challenges faced by community participation in service delivery in Kamwezi Sub-County, Kabale District and to establish the relationship between community participation and service delivery in Kamwezi Sub-County, Kabale District. The study followed a cross sectional research design. The qualitative and quantitative approaches was employed based on the local government of Kabale District, Kamwezi Sub-County, Uganda. The quantitative technique was used to collect and analyze data on the community participation and service delivery in local government of Kabale District. The qualitative approach was used to community participation and service delivery in local government of Kabale District. Both qualitative and quantitative data was gathered in order to establish the relationship between the independent and dependent variables, so as to examine the relationship between community participation and service delivery. The target population of 133 was selected and it comprises of 10 Resident District Commissioners, 6 Town Mayors, 23 teachers, 22 police officers, 25 community leaders and 42 students. The researcher used varieties of sampling which included: Purposive and random sampling. 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. It was found out that 52% were males and the 48% remaining were females. This implies that men are the always the majority at the local government since they are believed to be more hardworking than women in relation to community participation in order to ensure proper service delivery. The study also discovered that 14% were 25-30 years, 48% were 31-40 years, 20% were 41-50 years and 18% were 51 years and above. The study concluded that community service operate in the heart of peoples basic human needs, this stand to reason that in the planning for improvement and expansion of community service, the collective should be consulted. 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

1.1. Background to the Study

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.

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. Ilan Kapoor (2002) notes that the independence era saw a diminishing role of community involvement mainly because the government was in the process of establishing new structures. Primary education was brought under the control of the District Councils. On the other hand, secondary education, which was hitherto totally neglected by the Colonial administration, was brought under the direct centralized control of the government. However it was becoming very evident within the first decade after Independence that the government was not able to meet the ever increasing demand for secondary education. Therefore, it was not very surprising to find that communities were once more mobilizing their efforts. Albeit this time, the emphasis was on secondary education.

In Africa, the rationale for community participation in most District Local government 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. Participation is also believed to promote more equitable distribution of the benefits that accrue from development activities. (Mary and Michael, 2006). In line with the above, Chambers (1997) argues that participation of community members in local governments in most African states have

the effect of empowering the citizens so that they can continue to direct future changes and put pressure on outside forces to support these changes. The location of participatory work is thus focused on the local level and depends upon local interests and capacity to engage in action for change.

Currently in Uganda, the state of service delivery has been characterized by several service delivery initiatives that have had limited success particularly in Kabale District local government 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 Kamwezi Sub-County and Kabale District at large. 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)

According to the National Service Delivery Survey (NSDS) 2000, it was noted that effectiveness of service delivery in Kabale District local government 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 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.

Peter and Shaula (2002) put much emphasis on the issue of participatory groups and rural development within Kabale District community. He calls for a more people-centered development practice that emphasizes the need to strengthen institutional and social capacity supportive of greater local control, accountability and self-reliance. He notes that a high priority is placed on a process of democratization; people are encouraged to mobilize and manage their own local resources, with government playing an enabling role. Drawing from the works of R. McGee (2000) notes that where such decentralizing self-organizing approaches to the management of development resources are taken seriously, they generally result in more efficient and productive resource management, a reduction in dependence on external resources, increased equity, increased local initiative and accountability, and a strengthening of economic discipline.

1.2 Statement of the problem

In most developing countries, many past efforts in development programmes 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 has been over-centralization of decision-making powers and resources thereby creating a communication gap between the beneficiaries / stakeholders and the development workers.

However, despite the sounding implementation framework, community participation in developmental programs to ensure effective service delivery has increasingly become a subject of debate and criticisms among different sections of the public in Uganda particularly Kabale District.

In Kamwezi Sub-County, Kabale District, 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 the District. For this reason the researcher wanted to find out why such important services are not delivered to the people.

1.3 Purpose of the Study

This study was to establish the relationship between community participation and service delivery in local government particularly Kamwezi Sub-County, Kabale District, Uganda.

1.4 Objectives of the Study

1.4.1 General Objective

The main objective of the study was to focus on community participation and service delivery in local government particularly in Kamwezi Sub-County, Kabale District Uganda.

1.4.2 Specific Objectives

- i. To find out the role played by community participation in service delivery in Kamwezi Sub-County, Kabale District.
- ii. To determine the challenges faced by community participation in service delivery in Kamwezi Sub-County, Kabale District.

- iii. To establish the relationship between community participation and service delivery in Kamwezi Sub-County, Kabale District.

1.5 Research Questions

- i. What is the role played by community participation in service delivery in Kamwezi Sub-County, Kabale District?
- ii. What are the challenges faced by community participation in service delivery in Kamwezi Sub-County, Kabale District?
- iii. What are the relationship between community participation and service delivery in Kamwezi Sub-County, Kabale District?

1.6 Scope of the Study

1.6.1 Geographical Scope

The study was carried out in Kamwezi Sub-County, Kabale District local government in Uganda. Kamwezi Sub-County was located in east of Bukinda sub-county, South of Ngoma Sub-County and North of Tabagwe Sub-County. The Kamwezi Sub-County had 6 parishes and these were Kashekye Kibanda Kigara Kyabuhangwa Kyogo Rwenyangye and 108 villages.

1.6.2 Content Scope

The study focused on community participation as independent variable while service delivery as a dependent variable since the two is interlinked variables. The study focused on the role played by community participation in service delivery in Kamwezi Sub-County, Kabale District. the challenges faced by community participation in service delivery in Kamwezi Sub-County, Kabale District, the relationship between community participation and service delivery in Kamwezi Sub-County, Kabale District.

1.6.3 Time Scope

The study covered a period of 7 months and took place from Feb to August 2016 because of the nature of exercise that was undertaken in gathering, editing and processing data.

1.7 Significance of the Study

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

The study will contribute to identifying the existing trend of service delivery in local government in Kabale District and thus enabled the concerned stakeholders to formulate appropriate policies.

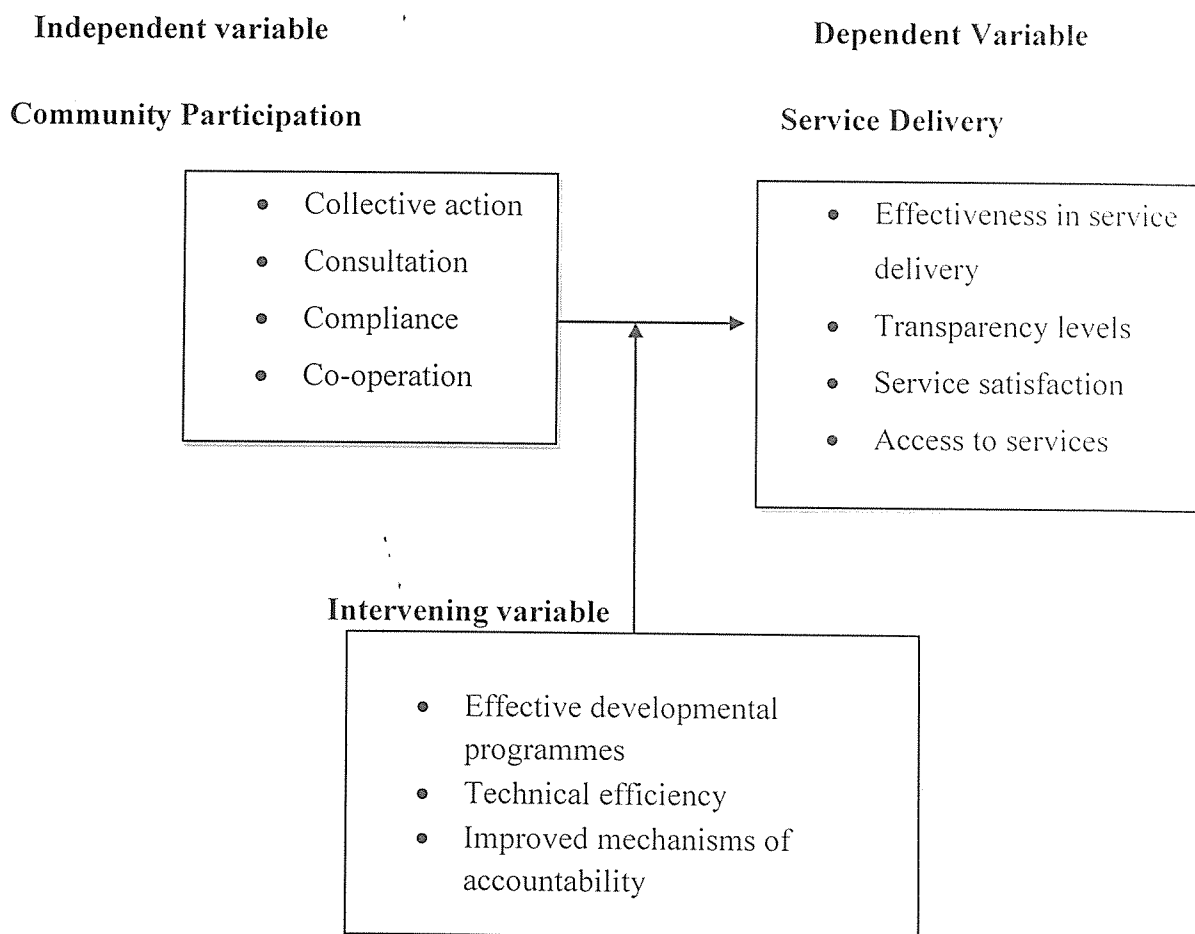
The study also will serve as a future data base for further researches that will be carried out as researchers draw data from the findings which will arrow the existing gaps in community participation and service delivery in local government of Kabale District.

The study will be significant to the researcher in fulfilling one of the requirements for award of the Bachelor's degree of public administration.

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

1.8 Conceptual Framework showing independent and dependent variables

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



Source: Derived from the Proceedings of Literature Review

The conceptual framework 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 service delivery and these include effectiveness in service delivery, transparency levels, service satisfaction, access to services. Conceptually, community participation is closely associated with service delivery, the higher the level of community participation, the better and more improved service delivery. Windle and Chibukla (1981) cite that according to the above conceptual framework, Compliance concern

local people working together following certain rules and regulations to achieve certain objectives. Compliance of community members is vital since it helps the concerned stakeholders to make better decision and thus improved service delivery within the local government.

1.10 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 and SnehangshuSekhar Nandi2005)

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)

CHAPTER TWO

LITERATURE REVIEW

2.0 Introduction

The study reviewed literature from various scholars on the major variables of the study which included; the role played by community participation in service delivery, Challenges faced by community participation in service delivery and relationship between community participation and service delivery

2.1 The role played by community participation in service delivery

Community service operate in the heart of peoples basic human needs, this stand to reason that in the planning for improvement and expansion of community service, the collective should be consulted. Community participation is a powerful tool in empowering citizens and communities through which it informs and educates citizens and therefore enhances the democratisation process in South Africa. Participation is a way of receiving information about issues, needs and attitudes and provides affected communities the opportunity to express their views before policy decisions are taken. It promotes equality, fairness and reasonableness in the allocation and distribution of community resources (Van Der Waldt: 2004:17).

The underlying objectives of community participation are to trigger intervention from the government that is more sustainable and appropriate. Community participation is seen as a means to a more fundamental end to strengthen civil society and democracy as well as directly improve efficiency. Community participation lobbies the government to provide services and increase government accountability and transparency. When people participate they learn of their basic rights and new skills, the nurturing of such skills and development of new skills can be a widespread and a long term impact on poverty and on the relationship of the community and the government. Community participation may also lead to poverty alleviation through the development of income generating initiatives, as the participation can provide new opportunities for employment and income benefits (Plummer:2000:127)

Educating and informing the community

One of the benefits of community participation is a better educated community. Participants not only learn about the subject matter, but they also learn how decisions are made by their governments and why. Community participation trains future leaders as well, as citizens become involved in community participation programs; they learn how to influence others and how to build coalitions. Community participation is training because today individuals may represent only groups or interests, tomorrow they form a pool from regional and national leadership can be drawn. Through community participation, future leaders learn the skills of pulling together to solve problems (Creighton:2005:19):

Community participation is has a direct influence and impact on the community policy creation and implementation. The community is an important part of the governance process significantly the community affects the decisions of the government aimed at the community; this influence informs the community administrators of their role toward the community. Community participation affirms the government on area of focus and gives guidance to hoe the government is supposed to operate. The influence of community participation improves the standard of service delivery in local communities. It continually puts the government in to check on how they should handle communal affairs (Plummer: 2000)

Incorporating community values into decisions

Communities are responsible to define the needs, set priorities of how the government is supposed to operate; this is a mandatory role in local government where the community is allowed to contribute to the municipal integrated development plan (IDP). Democratic renewal, particularly through restructuring political management in local authorities, so that local political decision-making is more transparent to local communities and furthermore gives the community a chance to air their views to the local authorities that will enable the local authorities to give best value to their services, which places upon local authorities the duty of continuous improvement of their services in relation to the achievement of economy, efficiency and effectiveness. Community participation enables the improvement of substantive quality of decisions by local authorities through which they will be informed of communal needs enabling them to undertake a much wider

range of economic, social and environmental improvement initiatives than before, as long as their local communities agree (Creighton:2005:19).

Building trust in institutions

Involving citizens in the process of decision making allows for better implementation of the policies and programs. People are a high capability to support programs that they feel they have a contribution to. Participation opens a proactive buy in to the developmental proposals from the government; the investment of societies in to government proposals improves the quality of service and makes the decisions to be more realistic (Creighton:1992) . The way to achieve and maintain legitimacy, particularly when controversial decisions must be made, is to follow a decision making process that is visible and credible with the community and involves the community. Community participation programs will also leave the community more informed of the reasons behind decisions. Community participation acts as a control measure for ethics and conducts in the community sector, standards of conduct of local politicians and officials are kept at a community by community participation which leads to limitations of corruption in different community institutions (Creighton:2005:19).

Community participation further more helps in consensus building. Community programs involve a wide range of people with different traits; these programs build a solid, long term agreement commitment between these diverse people. This build understanding between the parties reduces political controversies and gives legitimacy to government decisions (Creighton: 2005:19). This improves service delivery because when they is consensus they is elimination of conflicts and controversies that hinder development and progress in the government making decisions.

2.2 Challenges faced by community participation in service delivery

Politics plays a major role on community participation and this is because political parties are a mechanism of participation in SA municipalities. Political pressure from unresolved problems such as crime, economic deprivation, and differences in opinion results in limited participation. Many citizens don't engage themselves in politics because of the outcomes of political decisions (Banner, 2000:32).

The media has great pressure on the opinions of local stakeholders. The media is capable to develop sophisticated approaches to the government, these communityations and websites influence the participation level and the trust of people towards the government, this has significance with the outcomes of the 2014 general elections where people didn't vote as they should have because of their perspectives of the south African polities as depicted by the media (Van Donk, 2008:35).

Women are not less involved in governance than men but their involvement tends to be less formal. Women use social capital differently than men. Women may be investing their social capital in getting by rather than getting on. They draw on social capital as a resource in the day to day management of their own and their family's lives and there may be little left to spend in the governance sphere (Van Donk, 2008:40).

Participation depends on a commitment to and identification with the entity and the wider community of which it is part, neither of can be taken for granted given modern patterns of living and working. Things such as employment status, economic capability to implement community participation programs, ethnicity have an impact on how people respond to community programs. Commitments to participate include those deriving from personal experiences of difference, exclusion or disadvantage, from awareness of being a representative of people, religion and from a sense of attachment to an area or to a specific cause concerned with social justice (Van Donk, 2008:45).

2.3 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 thin 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.

2.4 Related Studies

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.

Extent of community participation in 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. Ilan Kapoor (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 can be empowered by law to recall their leaders, which motivate elected leaders to be more responsible to the needs of their communities. Citizens can also exercise power as the end users of services, described in the WDR 2004 as "Client Power" over service providers and hold them accountable for access, quantity and quality of services. Improved information about services being provided at the local level, as well as a choice of providers, can represent important elements of client power.

The trend 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 Shaula Bellour, 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.

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.

CHAPTER THREE

METHODOLOGY

3.0 Introduction

This chapter consisted of the procedures and methods 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 presented research design, population of study sample size, sampling technique, research instruments data sources, 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 was employed based on the local government of Kabale District, Kamwezi Sub-County, Uganda. The quantitative technique was used to collect and analyze data on the community participation and service delivery in local government of Kabale District. The qualitative approach was used to community participation and service delivery in local government of Kabale District. This design was used because it brought 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 133 was selected and it comprises of 10 Resident District Commissioners, 6 Town Mayors, 23 teachers, 22 police officers, 25 community leaders and 42 students. 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 is gathered from.

3.3 Sample size using Sloven's formula

The sample size of the study consisted of 100 respondents of the target population.

This is 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.

$$n = \frac{N}{1 + Ne^2} = n = \frac{133}{1 + 133(0.05)^2} = 100 \text{ respondents}$$

n = sample size

N = the population size

e = level of significance, fixed at 0.05

Table 1 : Target population and Sample size

Category	Target Population	Sample size
Resident district commissioners (RDCs)	15	10
Town Mayor	6	4
Teachers	23	20
Police officers	22	16
Community leaders	25	20
Students	42	30
Total	133	100

Source: Primary Data (2016)

3.4 Sampling methods

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

3.4.1 Purposive sampling

Purposive sampling involved selecting a number of Resident District Commissioners, Town Mayor and community leaders based on the community participation in relation to service delivery. These were purposely 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 comprised of informed persons who would provide 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 would have an equal chance to be selected.

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.

3.5.1 Primary Data

Primary data was collected from the respondents through interviews, and self-administered questionnaire. Primary data were important in answering questions about the role played by community participation in service delivery in Kamwezi Sub-County, Kabale District, to determine the challenges faced by community participation in service delivery in Kamwezi Sub-County, Kabale District and to establish the relationship between community participation and service delivery in Kamwezi Sub-County, Kabale District.

3.5.2 Secondary Data

Secondary data was obtained from recorded documents, earlier studies and some publications on community participation and service delivery. Other information were 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 questionnaires were the main primary source of data collection. The identified sample was 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, Town 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 would help 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 allowed further probing and clarification of questions that tends to be difficult and not clear to the respondents. It also enhanced responses for questions which were regarded as sensitive.

3.7 Data Processing

The processing of data was done after the collection of data for verification of the information that was gathered and for attainment of completeness, accuracy and uniformity. Data editing involved checking the information for errors, which was an added advantage because it enables the researcher to delete and eliminate possible errors that were traced which in the end would have manipulated the results of the study. Data was analyzed concurrently to avoid duplication thereby guiding the entire study for balanced and critical analysis. The researcher used hypothesis based on the questionnaire and for other items, tabulation pie-charts and percentage and simple statistical methods were used for data presentation, analysis and qualification.

3.8 Data Analysis

The study explained, described, and presented the findings basing on the specific objectives of the study and research questions, where data analysis was initially done through sketchy and generalized summaries of the findings from observation and conclusions in the process of data collection. Data

analysis was done using simple statistical percentages and frequencies and thereafter was presented in charts.

3.9 Ethical Consideration

The researcher carried out the study with full knowledge and authorisation of the top authorities of Kamwezi Sub-County, Kabale District. The researcher first of all acquired an introductory letter from the University which she would use to eliminate suspicion. The researcher thereafter went ahead to select respondents, and arrange for dates upon which she would deliver questionnaires as well as pick them in addition to making appointments for interviews to be conducted. The researcher was charged with a task of ensuring that she would assure the respondents of their confidentiality as this was paramount to research.

CHAPTER FOUR

PRESENTATIONS, INTERPRETATIONS AND ANALYSIS OF DATA

4.0 Introduction

This chapter covers the presentation of the findings according to the themes of the study which were; to find out the role played by community participation in service delivery in Kamwezi Sub-County, Kabale District, to determine the challenges faced by community participation in service delivery in Kamwezi Sub-County, Kabale District and to establish the relationship between community participation and service delivery in Kamwezi Sub-County, Kabale District.

4.1 Demographic characteristics of respondents

Under this section, the researcher was interested in finding out the demographic characteristics of the respondents. They are presented as follows:

4.1.1 Gender of Respondents

The researcher wanted to know the gender or sex distribution of the respondents and this is shown in the following table and illustration. This section indicates the both sexes with the community.

Table 1: presenting the gender distribution of the respondents who participated in the study

Gender	Frequency	Percentage (%)
Males	52	52
Females	48	48
Total	100	100

Source: Field Research Findings (2016)

In the above table 1, the study findings revealed that the sample constituted of 100 respondents of which 52% were males and the 48% remaining were females. This implies that men are the always the majority at the local government since they are believed to be more hardworking than women in relation to community participation in order to ensure proper service delivery.

4.1.2 Age of the Respondents

The study went on to establish the different age groups of the respondents and the findings were as presented in table 2. The study also involved all respondents who are responsible and with mature understanding.

Table 2: Age of respondents

Age	Frequency	Percentage (%)
25-30 years	14	14
31-40 years	48	48
41-50 years	20	20
51 + years	18	18
Total	100	100

The results presented in the above table indicate that 14% were 25-30 years, 48% were 31-40 years, 20% were 41-50 years and 18% were 51 years and above. The study findings also revealed that the majority of the respondents were middle aged adults since they had proper and mature understanding of the role played by community participation in service delivery in the local government.

4.1.3 Education Levels of the Respondents

The study also sought about the educational levels of the respondents and the findings were as represented in table 3. Under this section, the researcher was interested in finding out the education status of all respondents involved in the study. This was partly essential in order to enrich the findings of the study since education level had a significant relationship with level the knowledge about the relationship between community participation and service delivery in local government.

Table 3: Educational Level of the Respondents

Education Level	Frequency	Percentage
Certificate	14	14
Diploma	26	26
Bachelor	50	50
Others	10	10
Total	100	100

Source: Field Research Findings (2016)

Study findings in table 3 revealed that the most represented level of education was the bachelor's degree group which comprised of 50%, followed by 26% were diploma holders. 14% were certificate holders and 10% were in others group. This implies that most of the respondents were mainly literate, thus with high levels of education. And this further indicated that a high understanding of critical issues concerning the community participation and service delivery in local governments.

4.1.4 Marital Status of the Respondents

The study further went on to establish the marital status of the respondent and the findings were as represented in table 4. The researcher was also interested in finding out the marital status of respondents.

Table 4 showing marital status of the respondents

Marital Status	Frequency	Percentage
Single	8	8
Married	10	10
Divorced	26	26
Widow/ widower	36	36
Total	100	100

Source: Field Research Findings (2016)

The study established that the majority of the respondents were widowed (36%). The divorced comprised of 26%, the married were 10% whereas the single were only 8%. Study findings established that, the majority were Widow/ widower and that due to their statuses, had children to take care of and thus they are forced to engage in community participation in order to improve on service delivery in the local government.

4.2 FINDINGS ON COMMUNITY PARTICIPATION AND SERVICE DELIVERY

To achieve this objective, the respondents were asked about Community participation and service delivery in local government. These are presented as follows:

Table 5: Role played by community participation in service delivery

Responses		Frequency	Percent
	Educating and informing the community	34	34
	Incorporating community values into decisions	37	37
	Building trust in institutions	29	29
	Total	100	100

Source: primary data (2016)

The table above shows 34% of the respondents suggested that community participation helps in educating and informing the community, 37% of the respondents noted incorporating community values into decisions and 29% of the respondents suggested building trust in institutions. This implies that community participation plays an instrumental role in the delivery of services in the local government.

Table 6: The extent to which community participation plays an important role in service delivery

		Frequency	Percent
	Very high	24	24
	High	34	34
	Not sure	4	4
	Low	20	20
	Very low	18	18
	Total	100	100

Source: Primary data (2016)

Results in the table above indicate that 24% of the respondents agreed that the extent to which community participation plays an important role in service delivery is very high, 34% of the respondents noted high extent, 4% were not sure, 20% noted low extent to which community participation plays an important role in service delivery and the remaining 18% disagreed and suggested very low extent. This implies that the extent to which community participation plays an important role in service delivery is generally high and thus indicating that the participation of the community members serves a great role in the delivery of effective services to people.

Table 7: Challenges faced by community participation in service delivery

Responses		Frequency	Percent
	Politics	24	24
	The media	20	20
	Limited women participation	56	56
	Total	100	100

Source: Primary data (2016)

Results in the table above indicate that 24% of the respondents noted politics to be one of the challenges faced by community participation in service delivery, 20% suggested the media and 56% of the respondents suggested limited women participation to be another common challenge facing community participation in service delivery. This implies that there is need to address these challenges in order to improve on the degree of services delivered in the local government.

Table 8: The extent to which challenges are faced by community participation in relation to service delivery

		Frequency	Percent
	Very high	20	20
	High	38	38
	Not sure	6	6
	Low	18	18
	Very low	18	18
	Total	100	100

Source: Primary data (2016)

The findings in the table above show that 20% of the respondents noted that extent to which challenges are faced by community participation in relation to service delivery was very high, 38% noted high extent, 6% were not sure, 18% of the respondents suggested low extent and the

remaining 18% revealed that very low extent to which challenges are faced by community participation in relation to service delivery.

This also implies that there is a multitude of challenges facing the participation of the community in service delivery activities and thus need to be addressed by the government and other concerned stakeholders in the local government.

Table 9: Relationship between community participation and service delivery

		Frequency	Percent
	Community participation involves stakeholders in decision-making about their communities	16	16
	Clients are usually in a better position to monitor programs and services	26	26
	Engagement of community organizations can strengthen diagonal accountability	16	16
	Long route of accountability emphasizes community voice and mechanisms	30	30
	Perception of stakeholders and planners is an important consideration in the development	12	12
	Total	100	100

Source: Primary data (2016)

The table above indicated that 16% of the respondents suggested that community participation involves stakeholders in decision-making about their communities, 26% of the respondents revealed that clients are usually in a better position to monitor programs and services, 16% noted engagement of community organizations can strengthen diagonal accountability, 30% suggested that there is a long route of accountability emphasizes community voice and mechanisms and remaining 12% noted perception of stakeholders and planners is an important consideration in the development. This further implies that community participation is significantly related to service delivery in the local government.

Table 10: The extent to which community participation is related to service delivery

		Frequency	Percent
	Very high	40	40
	High	18	18
	Not sure	4	4
	Low	12	12
	Very low	26	26
	Total	100	100

Source: Primary data (2016)

The study findings in the above table reveal that 40% of the respondents noted very high extent to which the community participation is related to service delivery, 18% suggested high extent, 4% of the respondents were not sure, 12% noted low extent and the remaining 26% suggested very low extent. This further implies that most of the respondents revealed that the extent to which community participation is related to service delivery is generally high. This also indicates that community participation is a vital indicator or predictor of service delivery in the local government.

CHAPTER FIVE

SUMMARY OF DISCUSSIONS, CONCLUSIONS AND RECOMMENDATIONS

5.0 Introduction

This chapter discusses, concluded and recommends reflecting on the study findings presented in the previous chapter.

5.1 Summary of the discussions

It was found out that 52% were males and the 48% remaining were females. This implies that men are the always the majority at the local government since they are believed to be more hardworking than women in relation to community participation in order to ensure proper service delivery.

The study also discovered that 14% were 25-30 years, 48% were 31-40 years, 20% were 41-50 years and 18% were 51 years and above. The study findings also revealed that the majority of the respondents were middle aged adults since they had proper and mature understanding of the role played by community participation in service delivery in the local government.

It was also found out that the most represented level of education was the bachelor's degree group which comprised of 50%, followed by 26% were diploma holders, 14% were certificate holders and 10% were in others group. This implies that most of the respondents were mainly literate, thus with high levels of education. And this further indicated that a high understanding of critical issues concerning the community participation and service delivery in local governments.

The study established that the majority of the respondents were widowed (36%). The divorced comprised of 26%, the married were 10% whereas the single were only 8%. Study findings established that, the majority were Widow/ widower and that due to their statuses, had children to take care of and thus they are forced to engage in community participation in order to improve on service delivery in the local government.

It was also found out that 34% of the respondents suggested that community participation helps in educating and informing the community, 37% of the respondents noted incorporating community

values into decisions and 29% of the respondents suggested building trust in institutions. This implies that community participation plays an instrumental role in the delivery of services in the local government.

The study further revealed that 24% of the respondents agreed that the extent to which community participation plays an important role in service delivery is very high. 34% of the respondents noted high extent, 4% were not sure, 20% noted low extent to which community participation plays an important role in service delivery and the remaining 18% disagreed and suggested very low extent. This implies that the extent to which community participation plays an important role in service delivery is generally high and thus indicating that the participation of the community members serves a great role in the delivery of effective services to people.

The study findings also revealed that 24% of the respondents noted politics to be one of the challenges faced by community participation in service delivery. 20% suggested the media and 56% of the respondents suggested limited women participation to be another common challenge facing community participation in service delivery. This implies that there is need to address these challenges in order to improve on the degree of services delivered in the local government.

The findings suggested that 20% of the respondents noted that extent to which challenges are faced by community participation in relation to service delivery was very high. 38% noted high extent, 6% were not sure, 18% of the respondents suggested low extent and the remaining 18% revealed that very low extent to which challenges are faced by community participation in relation to service delivery. This also implies that there is a multitude of challenges facing the participation of the community in service delivery activities and thus need to be addressed by the government and other concerned stakeholders in the local government.

It was also found out that 16% of the respondents suggested that community participation involves stakeholders in decision-making about their communities, 26% of the respondents revealed that clients are usually in a better position to monitor programs and services, 16% noted engagement of community organizations can strengthen diagonal accountability, 30% suggested that there is a long route of accountability emphasizes community voice and mechanisms and remaining 12% noted perception of stakeholders and planners is an important consideration in the development.

This further implies that community participation is significantly related to service delivery in the local government.

The study findings revealed that 40% of the respondents noted very high extent to which the community participation is related to service delivery, 18% suggested high extent, 4% of the respondents were not sure, 12% noted low extent and the remaining 26% suggested very low extent. This further implies that most of the respondents revealed that the extent to which community participation is related to service delivery is generally high. This also indicates that community participation is a vital indicator or predictor of service delivery in the local government.

5.2 Conclusion of the Findings

According to the study findings, the following conclusions were made;

The study concluded that community service operate in the heart of peoples basic human needs, this stand to reason that in the planning for improvement and expansion of community service, the collective should be consulted. Community participation is a powerful tool in empowering citizens and communities through which it informs and educates citizens and therefore enhances the democratisation process

The study also concluded that one of the benefits of community participation is a better educated community. Participants not only learn about the subject matter, but they also learn how decisions are made by their governments and why. Community participation trains future leaders as well, as citizens become involved in community participation programs; they learn how to influence others and how to build coalitions. Community participation is training because today individuals may represent only groups or interests, tomorrow they form a pool from regional and national leadership can be drawn.

It also concluded that communities are responsible to define the needs, set priorities of how the government is supposed to operate; this is a mandatory role in local government where the community is allowed to contribute to the municipal integrated development plan (IDP).

The study concluded that involving citizens in the process of decision making allows for better implementation of the policies and programs. People are a high capability to support programs that they feel they have a contribution to. Participation opens a proactive buy in to the developmental proposals from the government; the investment of societies in to government proposals improves the quality of service and makes the decisions to be more realistic

It also concluded that politics plays a major role on community participation and this is because political parties are a mechanism of participation in SA municipalities. Political pressure from unresolved problems such as crime, economic deprivation, and differences in opinion results in limited participation. Many citizens don't engage themselves in politics because of the outcomes of political decisions

The study also concluded that the media has great pressure on the opinions of local stakeholders. The media is capable to develop sophisticated approaches to the government. these communications and websites influence the participation level and the trust of people towards the government, this has significance with the outcomes of the 2014 general elections where people didn't vote as they should have because of their perspectives of the politics as depicted by the media

The study further concluded that women are not less involved in governance than men but their involvement tends to be less formal. Women use social capital differently than men. Women may be investing their social capital in getting by rather than getting on. They draw on social capital as a resource in the day to day management of their own and their family's lives and there may be little left to spend in the governance sphere

It further concluded 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 concluded 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 Recommendation for Future 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

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Office of the Head of Department

August 26, 2016

Dear Sir/Madam,

RE: INTRODUCTION LETTER FOR MS. KENEEMA IMMACULATE
REG. NO.BPA/40667/133/DU

The above mentioned candidate is a bonafide student of Kampala International University pursuing a Bachelor's Degree in Public Administration.

She is currently conducting a field research for his dissertation entitled, **COMMUNITY PARTICIPATION AND SERVICE DELIVERY IN LOCAL GOVERNMENT CASE STUDY OF KABALE DISTRICT KAMWEZI SUB COUNTY**

Your organisation has been identified as a valuable source of information pertaining to his research project. The purpose of this letter therefore is to request you to accept and avail her with the pertinent information she may need.

Any data shared with her will be used for academic purposes only and shall be kept with utmost confidentiality.

Any assistance rendered to him will be highly appreciated.

Yours faithfully,

Gerald Muzare,
HOD-Administrative and political studies



APPENDICES

APPENDIX I: QUESTIONNAIRE

Dear Sir/Madam,

My name is **KENEEMA IMACULATE**, BPA/40667/133/DU, an undergraduate student of Kampala International University pursuing a degree in Bachelor of Public Administration. I am currently carrying out a study about “**Community participation and service delivery in local government: a case study of Kabale District, Kamwezi Sub-County**” as a requirement for the award of a degree of Bachelor of Public Administration. I humbly request you to be one of the participants in this study and your cooperation will be of great importance to this study. Your answers will be kept with utmost confidentiality.

Thank you very much for your time and cooperation.

INSTRUCTION: PLEASE TICK WHERE APPROPRIATE

SECTION A: BIOGRAPHICAL DATA

1. Sex

a) Male ☐

b) Female ☐

2. Age

25-30 years ☐

31-40 years ☐

41-50 ☐

51 + ☐

3. Education level

A) Certificate ☐ B) Diploma ☐ C) Bachelors ☐ D) Other (specify).....

SECTION B: COMMUNITY PARTICIPATION AND SERVICE DELIVERY

What is the role played by community participation in service delivery?

- a) Educating and informing the community ☐
- b) Incorporating community values into decisions ☐
- c) Building trust in institutions ☐

To what extent does community participation play an important role in service delivery?

- a) Very high ☐
- b) High ☐
- c) Not sure ☐
- d) Low ☐
- e) Very low ☐

What are challenges faced by community participation in service delivery?

- a) Politics ☐
- b) The media ☐
- c) Limited women participation ☐

To what extent to which challenges are faced by community participation in relation to service delivery?

- a) Very high ☐
- b) High ☐
- c) Not sure ☐
- d) Low ☐
- e) Very low ☐

What is relationship between community participation and service delivery

- a) Community participation involves stakeholders in decision-making about their communities ☐
- b) Clients are usually in a better position to monitor programs and services ☐
- c) Engagement of community organizations can strengthen diagonal accountability ☐
- d) Long route of accountability emphasizes community voice and mechanisms ☐
- e) Perception of stakeholders and planners is an important consideration in the development ☐

To what extent is community participation related to service delivery?

- a) Very high ☐
- b) High ☐
- c) Not sure ☐
- d) Low ☐
- e) Very low ☐

Thanks for your responses

End

APPENDIX II

INTERVIEW GUIDE

What is the role played by community participation in service delivery?

To what extent does community participation play an important role in service delivery?

What are challenges faced by community participation in service delivery?

To what extent to which challenges are faced by community participation in relation to service delivery?

What is relationship between community participation and service delivery ?

To what extent is community participation related to service delivery?

APPENDIX III: TIME FRAME

ACTIVITY	Feb	Mar	Apr	May	Jun	Jul	Aug
Topic formulation							
Proposal writing							
Literature review writing							
Methodology							
Typing and correction							
Presentation							
Final copy formulation							

APPENDIX IV: STUDY BUDGET

The study is estimated to cost a total of Ug sh. 195000/= as shown below.

ITEM	Quantity	AMOUNT
Communication	Air time	40,000
Transport	To &fro	50,000
Meals	Lunch (10)	50,000
Printing	3copiea	20,000
Binding	3copie	20,000
Papers	1 ream	15000
Total		195000/=