

**THE IMPACT OF CORRUPTION ON SERVICE DELIVERY IN LIRA DISTRICT
ACASE STUDY OF ADEKOKWOK SUB-COUNTY**

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**A RESEARCH REPORT SUBMITTED TO THE COLLEGE OF HUMANITIES AND
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APPROVAL

I confirm that this research report for the undersigned student has been under my supervision, ready to be evaluated for the award of a Bachelor Degree of Social and Community Development of Kampala International University.

SUPERVISOR

Signed.....

Date.....

Ochen Paul Enest

DEDICATION

I dedicate this work to my Dad, Mr. Patrick Acura and my Mum Mrs. Lucy Acura and my beloved brothers, sisters and relatives and friends. I highly appreciate all the support, advice, tolerance and belief you have in me.

ACKNOWLEDGEMENT

I take this opportunity to acknowledge the advice, support and encouragement extended to me at various stages while writing this proposal. Above all, I would like to thank the Almighty God for keeping me safe throughout the campus time and also for giving me the strength and wisdom to finish this work. I would like to extend my sincere gratitude to my supervisor Mr. Paul Ochen whose endeavors; patience, guidance, cooperation and willingness assisted me at every moment not only to complete this work but also made me gain a lot of knowledge in research. I also acknowledge my Lecturers, Miss Peace Byamukama, Mr. Denis Achoda, and Mr. Omonya Ronald among others; friends and course mates like Amuku Isaac, James Okol, Sharon Alaba, Pius Ongom and the rest for their cooperation, assistance and encouragement during the three-year course.

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ABBREVIATIONS AND ACRONYMS

CS-Civil Servants

OE-Ottoman Empire

FIFA-Federation of International Football Association

HIV-Human Immunodeficiency Virus

DSS-Dictionary of Social Sciences

PCCA-Prevention and Combating of Corruption Activities

NPA-National Prosecuting Authority

PS-Public Service

PAT-Principle Agent Theory

OAG-Office of Auditor General

OECD-Organization of Economic Cooperation for Development

ABSTRACT

The study sought to establish the relationship between corruption and service delivery a case study of Adekokwok Sub County-Lira district. The researcher was guided by three objectives namely; To explain the effects of bribery on contract awarded to potential bidders during the procurement process, To examine the effects of misallocation and embezzlement of public funds on the access of good health Services and To explain the impact of bribery on youth employment in Lira district.

A representative sample was chosen for this study which ensured that all relevant types of people are included in my sample and that the right mix of people was interviewed. The determination of the sample size will be based on Slovene's formula used to determine the sample size.

In Conclusions the findings were that this independent variable affects service delivery either negatively or positively as revealed by respondents in the questionnaires. In view of the above, many of the respondents had positive responses towards some of those challenges that come as a result of living in a corruption free zone or rightly and all these have great impact on service delivery.

CHAPTER ONE

BACKGROUND

1.0 Introduction

This chapter presents the background to the study, problem statement, purpose of the study, research objectives and questions, study hypothesis, study scope, significance and operational definitions arranged as follow;

1.1 Background to the study

Corruption is no doubt a global phenomenon that has threatened and still continues to threaten the developmental efforts in many nations. Corruption has been part of human societies since the oldest of times. Corruption, fraud, embezzlement, theft, bribes, and kickbacks are all forms in which people try to increase their income at the cost of others. Beginning in the latter half of the 1990s, an increased recognition of these costs forced many international and non-governmental organizations to demand that political and business leaders demonstrate high standards of honesty, ethics, and social responsibility. This in turn led to a concerted fight against corruption, money laundering, and black markets around the world as well as to the recognition of the importance of democratic governance. In Uganda, for example, eradicating corruption has been a major concern of successive governments because of its negative impact on good governance and development. According to Adamu (2007), corruption exists in one form or the other in all societies. The major difference in the case of Uganda is the extent of its pervasiveness and its implication for good governance, its value system and political culture in particular. Corruption in Uganda remains pervasive at both low and high levels of public administration. Bribery, nepotism, and misuse of official positions and resources are widespread in spite of continuous assurances from the president that corruption will be eradicated yet corruption scandals have surfaced repeatedly in the last few years, though no high-ranking officials have served prison sentences for corruption-related offences. Scandals have rocked the health services, particularly regarding the misuse of funds intended for the provision of immunizations and essential medicines to fight HIV, tuberculosis, and malaria. The embezzlement in 2012 of US\$12.7 million in donor funds from the Office of the Prime Minister, which was designated for the rehabilitation of the war-ravaged areas of northern Uganda, led donors to withdraw

their budget support in February. Donors, who fund about 25 percent of Uganda's budget, demanded repayment when the auditor general discovered the misappropriation of the funds. The principal accountant in the Prime Minister's Office was convicted of abuse of office and forgery, but other officials implicated in the scandal were never charged and on many occasions, Police have silenced and obstructed activists working to raise corruption issues and educate citizens about public sector accountability. Members of 50 civil society groups have come together in solidarity and wear black every Monday to raise awareness of corruption issues. Known as the Black Monday Movement, the campaign publishes and distributes monthly newsletters that highlight the impact of corruption on various sectors, such as education and health, and protests the impunity that government officials enjoy. In the first 10 months of 2013, police arrested and charged at least 28 individuals handing out Black Monday materials. Nineteen were charged with inciting violence; five with possession of prohibited publications; and three with spreading harmful propaganda. Most of the 28 were stopped from distributing Black Monday materials and were detained for between three and ten hours by police before being released without charge. According to Adamu, (2007), an average Nigerians have accepted corruption as inevitable and uncontrollable, believing that the society as a whole is corrupt and beyond remedy. Additionally, Nigerians believed that nothing meaningful will ever get done to correct or punish those perpetuating these crimes. At the inception of the Fourth democratic era in 1999, corruption had reached such an alarming rate and had eaten deep into every facet of Nigerian society. It has indeed become an integral part of the administrative, political, socio-economic and cultural system as well as a way of life of the citizenry. In South Africa for example, Corruption includes the private use of public resources, bribery and improper favoritism. The 2012 Transparency International Corruption Perceptions Index assigned South Africa an index of 4.3, ranking South Africa 69th out of 176 countries. This statistical ranking is due to the fact that South Africa has a robust anti-corruption framework but having challenges where laws are inadequately enforced. This is a clear indicator that this vice has ravaged service delivery and welfare of citizens in many parts of the since there are very many turbulences of corruption such as politics, education, religion and administration among others.

Corruption manifests its self in different ways and in different sectors of society. Therefore, it has been defined in several ways and qualified by several adjectives, such as economic, political, financial, administrative, bureaucratic, moral or ethical. It is sometimes defined in terms of the quantum involved and the status of the perpetrators as grand and/ or petty corruption. The Dictionary of Social Sciences (1964) provides a relatively straightforward but comprehensive definition of corruption which is the use of power for profit, preferment, or prestige, or for the benefit of a group or class, in a way that constitutes a breach of law or of standards of high moral conduct. Nye (1970) defines it as a behavior, which deviates from the normal duties of a public role because of private relationships (family, close private clique), pecuniary or status gain or violates rules against the exercise of certain types of private relationship. This includes behavior such as bribery (use of reward to pervert the judgment of a person in a position of trust); nepotism (bestowal of patronage by reason of ascriptive relationship rather than merit); and misappropriation (illegal appropriation of public resources for private-regarding uses). According to Ubeku (1991), corrupt transactions usually include fraud (such as inflation of contract sums by public officials), unauthorized variation of contracts, payment for jobs not executed, payment of ghost workers, overpayment of salaries and allowances to staff, diversion of government revenue by public officials, and deliberate irregularities in the management of accounting procedures. According to Rose-Akerman (1997), bribes are the most common type of corruption. As a major component of corruption, they are usually given as incentive payments to bureaucrats in order to lower costs, obtain contracts and concessions, gain access to privatized public firms, buy influence and/or votes and buy judicial decisions. Shah (2007) proposes a four-fold classification of corruption as follows; that is to say petty corruption - involving individual public officials who abuse their offices by demanding bribes and kickbacks, diverting public funds or doling out favors in return for personal gratification, grand corruption - which refers to the theft or misuse of vast amounts of resources by politicians and government bureaucrats; state or regulatory capture and influence peddling - a situation where private individuals collude with public officials or politicians for their individual and mutual benefits; and patronage, paternalism, clientelism and being a 'team player', which is a situation where public

officials use their official position to provide assistance to clients or colleagues from the same geographic, ethnic, or cultural origin in order to enable them to receive preferential treatment from the public sector. According to the Prevention and Combating of Corrupt Activities (PCCA) Act, 12 of 2004, corruption is the misuse of public powers, office, and authority for private gain. In terms of Section 3 of the PCCA Act, the general crime of corruption is committed by any person who accepts or offers to accept any gratification (Swanepoel, Lotter and Karels, 2014). In support, the National Prosecuting Authority (NPA) (2008) defines corruption as the misuse of public office with a corrupt intent, and may include any crime. In addition, Joubert (2010) mentions that corruption is a social phenomenon with negative impact on any society. On the other hand, Faull (2007) argues that for any act to be corrupt it must involve an abuse of entrusted power for personal gain. For the purpose of this study, the researcher defines corruption as the abuse of the power entrusted to public officials. It is a crime that may include acts of bribery, nepotism, extortion, fraud, and theft for personal gain. It involves the offering of or receiving of benefits, to influence public officials to commit or omit to do their official duty. Service delivery is the organizational and structural dimension of improving the government's performance in delivering Programme and services (Canada, 2002). The White Paper on Transforming Public Service Delivery further accentuates, that achieving the community's needs on service delivery is a legitimate practice by which government departments are judged, together with the effectiveness of these services that meet the basic needs of all community members (SA, 1997). In a policing context, service delivery is when police officials are doing right things that are consistent with community needs (Shah, 2000). According to Dr. AsajuKayode, (2016). Service implies tangible and intangible goods and services provided by the government in order to improve the wellbeing of the citizens. Carlson et al. (2005) conceptualized service delivery as the relationship between policy makers, service providers and poor people. According to them, it encompasses services and their supporting systems that are typically regarded as a state responsibility. These include social services (primary education and basic health services), infrastructure (water, sanitation, roads and bridges) and services that promote personal security (justice, police among others). In Uganda, government constitutes the major service

provider through the Public Service. The Public Service refers to all organizations that exist as part of government machinery for implementing policy decisions and delivering services that are of value to the citizens. It is a mandatory institution of the state under the 1995 Constitution of Uganda. The Public Service includes the Civil Service, often referred to as core service, consisting of line ministries and extra-ministerial agencies; the Public bureaucracy or the enlarged Public Service made up of service of the State and National Assembly, the Judiciary, the Armed Forces, the Police and other security agencies, paramilitary services (i.e. Customs, Immigration, Prisons Services, Civil-Defense Corps among others); parastatals and agencies that is to say regulatory agencies, educational institutions, research institutions, social services, commercially oriented agencies etc. it is also used to refer to Public Servant who are direct employees of those ministries, extra-ministerial agencies, parastatals, corporations and institutions.

The **Principal -Agent theory** adopted from Batley (2004) examines organizational relationships as a tension between the "Principal" who demands a service and the "Agent" who provides it. The model assumes that actors are motivated by rational self-interest. The issue in connection with this paper is how the Principal (in this case, the Ugandan citizens) can manage the self-interest of those empowered to act on their behalf (i.e. the Agents: government officials, politicians, legislators, bureaucrats etc) so that it is aligned with the purposes that they (the Principal) wish to achieve. The problem arises not just from conflict of interest but also from the privileged access of the agents to information- the problem of asymmetric information. The agents who have been employed to provide a service will tend to use their superior knowledge to divert benefits in their own direction. Hague (1996) here asserts that Public Administration itself is susceptible to corruption, since officials exercise a substantial amount of power. There are possibilities for acquiring improper benefits by interpreting or bending rules in favour of certain groups or individuals. All government seek to have in place a number of safeguards for deterring and dealing with corruption within administrative agencies. At the same time, Public Administration has to develop ways and means to prevent and detect corruption in other section of society. Much of the benefit of rapid economic growth

or a stable political order may be lost in the growing tide of corruption. In a democratic polity, the ultimate Principals are the citizens who are the consumers of specific services provided by the government. In the Principal -Agent theory, they are Principal in the sense that politicians as agents seek their mandate from and act as the representatives of the public. In their turn, appointed officials (Public Servants) are in theory, the agents of political leaders in executing the programmes and policies of the government. Each of these players has a measure of autonomy and their own interests to advance. The likelihood of the Principal effectively controlling the Agent depends on how much information the Principal has about the performance of the Agent, and how far the Principal can structure the relationship so as to control the Agent or give incentives so as to make the Agents' interest correspond to the Principals.

The study targeted Adekokwok Sub County because of the available resources and information regarding these two major community challenges, majority of the community who are the perpetrators celebrate in disguise and those who experience it cry in agony and disappointment yet no clear research has been done focusing on these community ailments which prompted me to carry out the research aimed at assisting the stakeholders to effectively develop control mechanism for addressing some of these challenges so society can benefit and safeguard public funds from being mishandled and above and provision of quality services.

1.2 Statement of the Problem

Corruption is widespread in Uganda, acting as a major constraint on economic development and poverty reduction. Corruption impedes economic development in a number of ways, such as creating disincentives for investments, driving talent away from productive to rent-seeking activities, and undermining faith in public finance management systems and the accountability chain. In part, the extent of corruption in Uganda can be seen from the value of public funds lost through granting of dubious contracts by government departments and agencies. For example, in 2013, the Office of Auditor General (OAG) found funds to a value of US\$ 12.9 million were paid by ministries, departments and agencies (MDAs) to various contractors for work

that was not executed. Reports from the OAG stated that corruption is getting worse in Uganda, with an increasing value of public funds misappropriated and with an increasingly high level of sophistication in the means by which public resources are pilfered. At the same time, the failure either to sanction public officials accused of corruption or to implement audit recommendation is undermining the efforts of Government of Uganda to eliminate corruption. As the end result, many communities struggle with endless poverty, ignorance and diseases due to the heartless actions of corrupt officers hence putting our nation at stake. Being socio-economic problems, if left un tampered with many people in the community will continue to suffer and all government efforts in an attempt to attain a middle-income status by 2021 will be a meaningless struggle which necessitated me to conduct a research to investigate the impact of corruption on service delivery in Adekokwok Sub- County-Lira district which many researchers ignored during their studies.

1.3 Purpose of the Study

The purpose of the study was to establish the relationship between corruption and service delivery a case study of Adekokwok Sub County-Lira district.

1.4 Research objectives

To explain the effects of bribery on contract awarded to potential bidders during the procurement process.

To examine the effects of misallocation and embezzlement of public funds on the access of good health Services

To explain the impact of bribery on youth employment in Lira district.

1.5 Research Questions

1. What are the effects of bribery on contract awarded to potential bidders during the procurement process?
2. What are the effects of misallocation and embezzlement of public funds on the access of good health services?
3. What is the impact of bribery on youth employment in Lira district?

1.6 Scope of the study

The study was conducted to investigate the relationship between corruption and service delivery majorly focusing on bribery, misallocation and embezzlement of public funds and the impact of bribery on youth employment. The study was conducted in Adekokwok Sub County located in the Northern part of Lira district. The researcher's choice of the area was due to a hub of information available from various sources. The case study area has potential of many services provided by the government hence rich in information and keeping in mind, this is one of the regions still under reconstruction by the government of the republic of Uganda due the long impact of wars sparked by the Lord Resistance Army.

The study was carried out for a period of five months (March 2017 to August 2017) and the period of study is chosen because of less academic activity and four months are adequate enough to provide the research findings.

1.6.1 Content scope

The study was conducted to investigate the relationship between corruption and service delivery in Adekokwok Sub-County because the few studies conducted by other scholars ignored it.

1.6.2 Geographical Scope

The study was conducted in -Lira district Adekokwok Sub County. This is one of the nine Sub Counties in Lira district found in the northern part of Lira bordered by Agali in the north, Lira Sub County in the South, Lira Municipality in the West and Bar Sub County to the East.

1.6.3 Theoretical scope.

The study is benchmarked on the Principal-Agent theory because it has a very close relationship between the agents and principals in that they try to manipulate the information differences between them and ends up in a situation called moral hazard. This is very true with corruption and service delivery because the corrupt seems to think that the person receiving the services does not know what he is doing and likewise the government also does not know what his servants are doing leading to misuse and abuse of the power entrusted to them by the majority interest groups.

1.6. 4 Time scope

The study was carried out for a period of five months from March to August in order to establish the relationship between corruption and service delivery and the researcher believes that this period of time is adequate enough for standard research findings.

1.7 Significance of the Study

The study will help to sensitize the communities about some of the dangers of corruption which has affected Uganda since the time of independence by educating them on some of the causes of corruption, effects and what they can do to prevent the habit.

The study will also be submitted to the college in partial fulfillment of the award of degree. Therefore, the researcher will be awarded a degree after completing this research report.

The study will be used by the University to evaluate the student to prove his strength and ownership of the Degree of education to be awarded because it helps to point out the research skills and the student's capability in analyzing the situation around him or her.

In addition, the study will help policy makers in reviewing and implementing some of the existing corruption policies and laws.

1.8 Operational definitions

Corruption

Transparency International defines corruption as deliberate abuse of the entrusted power for private gains. They classify corruption into three that is grand corruption which comprises of acts committed at a high level of government that distort policies or the central functioning of the state, enabling leaders to benefit at the expense of the public good, petty corruption referring to the daily abuse of entrusted power by low- and mid-level public officials in their interactions with ordinary citizens, who often are trying to access basic goods or services in places like hospitals, schools, police departments and other agencies and political corruption

which is a manipulation of policies, institutions and rules of procedure in the allocation of resources and financing by political decision makers, who abuse their position to sustain their power, status and wealth.

Service delivery

Le Chen, Janice Dean(2014) defines "Service delivery" in a common phrase in South Africa is a term used to describe the distribution of basic resources citizens depend on like water, electricity, sanitation infrastructure, land, and housing. Unfortunately, the government's delivery and upkeep of these resources is unreliable - greatly inconveniencing or endangering whole communities. In response, the number of "service delivery protests," or protests demanding better service delivery, has become more popular in recent years. So, popular, in fact, that the term "service delivery protest" has become a loosely used term by the media to define various types of protests.

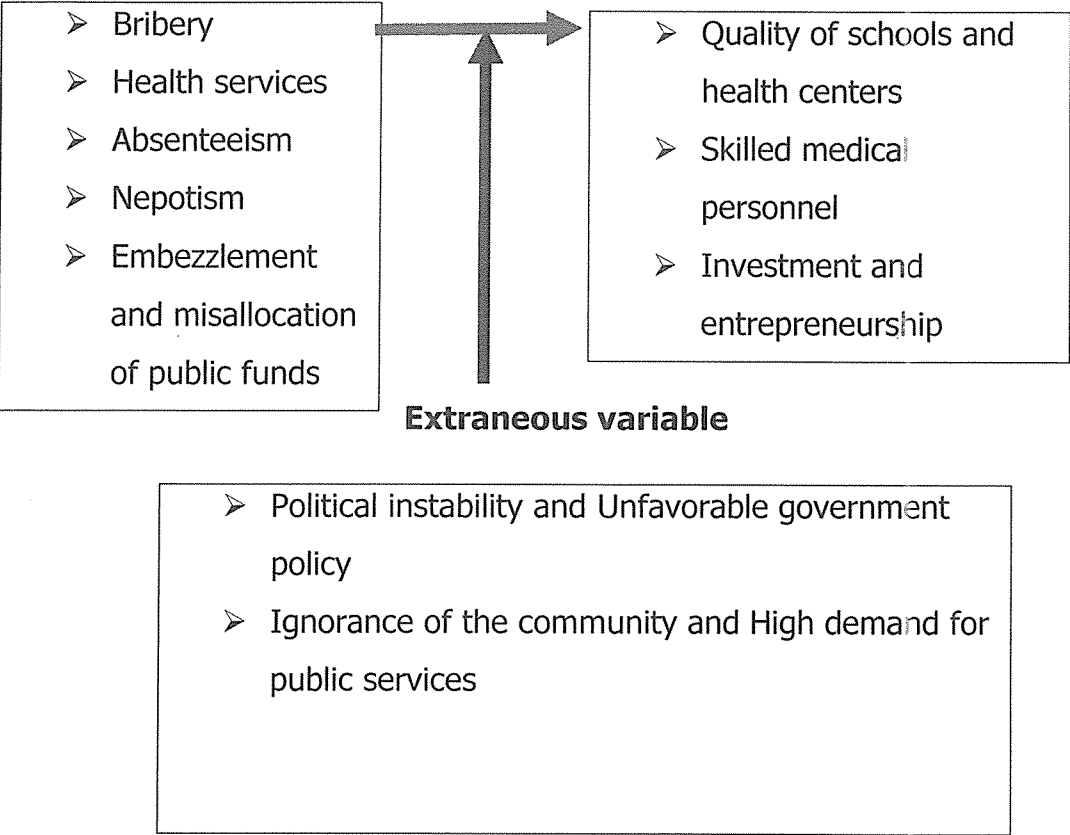
1.9 Conceptual framework of the study.

The subsequent diagrammatic illustration is known conceptual framework invented by Isaiah Berlin in 1953 as a tool to analyze and summarize the relationship between several variables by providing conceptual distinctions and ideas. The above conceptual framework demonstrates the qualitative parametric models of poor quality of schools, health centers, inadequate medical personnel and lack of entrepreneurial skill development as being deeply entrenched on bribery, nepotism, and poor health services, absenteeism of teachers and misallocation of public funds.

Independent Variable

Dependent variable

(Corruption scandal) (Community Service delivery)



CHAPTER TWO

REVIEW OF RELATED LITERATURE

2.0 Introduction

This chapter presents review of scholarly literature on the area of study and this review was done in line with the study objectives to gain deep insight to the concepts under investigations. Several literatures would be selected and relevant areas would be reviewed and evaluated. This chapter provides information about aspect of previous works which relate to this study. In view of this, a number of presentations culled from various sources are under review here.

2.1 The effects of bribery on contract awarded to the public (bidders) by government officials during the procurement process.

The Organization of Economic Corporation for Development of the United Nation report presents the details of how efforts to end bribery have been enforced. According to their research, the statistics retrieved on 25th April (2017) indicate that 53% of the world cases of bribery involved corporate management such as the Chief Executive Officer or Managing Director and 57% of the cases were experienced and registered during the process of public procurement contracts. Bribes were promised or offered most frequently to employees of public enterprises to seek favor in the process of procurement which has ended up compromising quality of work and only one in three cases came to the notice of responsible authority from the defendant during the court cases and investigation which in the long run compromises quality of the services provided to the public.

According to the journal of Health Economics (2010), rich patients are discovered to be more prone to bribe in public health services than the poor patients where double household expenditures increase the probability of bribe by 1.2% compared to the national rate of 17%. This makes the health workers to be more expectant than the patients who come to access services from the health centers and considering the current state of the funding by the government and social economic factors, the health service delivery has been very poor due to this habit of the minority rich individuals.

2.2 The effects of misallocation and embezzlement of public funds on the access of good health services.

The human right watch, (2013) an international organization that fights against corruption through their publications and broadcast reported that Uganda's case of corruption struggle is like fishing crocodile instead of fish because all most all the efforts had not seen any positive results. According to this report, justice, health services, safe water, food and education has been denied to many Ugandans. Notable cases of embezzlement were in 2005 where 12.7 million dollars, 4.5 million dollars and 800,000 dollars was stolen by the public officials and this partly explains the high prevalence rate of HIV and AIDS, tuberculosis, malaria and the tropical neglected diseases because that money meant for prevention and treatment was all diverted for personal gains.

In the same note, according to a research carried out by Davies S. K, (2012), corruption is discovered to be a multifaceted issue that pervades all aspects of the public and private sectors, and cannot be addressed through legal reforms and enforcements without tackling the underlying incentives for corruption and reducing payoffs (increasing the cost of corruption) to the individual. This therefore means that the government needs to develop a comprehensive anticorruption strategy, based on its own circumstances (corruption has largely a contextual history) before attempting to address the problem. Inevitably, the strategy will require reforms spanning from empowering civil society, reforming public sector management and finance, reforming the private sector to become more competitive, reforming the political environment to become more competitive and more transparent, and controlling the powers of the executive and making it more transparent and accountable.

2.3 The impact of bribes on youth employment in Lira district.

The blackmail dictionary defines corruption as the offering, giving, receiving, soliciting of any item of value to influence the actions of an official or any other person in charge of a public or legal duty implying that the payment of bribes to a public officer seeking to be offered a job is part and parcel of bribes as this would in

the long run be treated as payment with dishonesty. In a law of blackmail and extortion, two topics have generated great debates, the paradox of blackmail and the bribery of extortion distinction where the paradox debate has so far been more theoretical than practical and historical than theoretical. In 1621, Lord Chancellor Francis Bacon, the highest officer in land by then was accused of having taken bribes from those appearing in court before him and he was later impeached, tried by parliament was revived after 150 years. Bacon was later tried and found guilty, dismissed from his job, fined and imprisoned in the Tower.

With the advent of the Bribery Act, employees need to be much more cognizant of the effect that this legislation can have up on its employees and business generally and from a practical perspective, the first thing should be to assess whether the business is exposed to bribery risk and identify those departments and personnel who are most likely to be exposed to such risks and deal closely with them in order to revitalize the illegal act or else they risk losing their jobs. In the long run, this may affect the employment market by forcing some people out of the game hence unemployment as a result of bribes. On the hand, some people have also may also join the job market by paying bribes to the public officer and this is leading to the illegal personal dishonest payment of bribes commonly experienced in Uganda and the word with Lira being part and parcel of the vice.

CHAPTER THREE

RESEARCH METHODOLOGY

3.0 Introduction

This chapter focuses on the methods that are used to collect and analyze data. It greatly concerns the research design, the population to be studied, the sample selection procedures and sampling techniques for data collection, methods of verifying reliability and validity of data and methods, matters regarding ethics among others.

3.1 Research design

According to Green and Tull (2013), a research design is the specification of methods and procedures for acquiring the information needed. It is the overall operational pattern or framework of the project that stipulates what information is to be collected from which sources by what procedures. The study was based on the use of questionnaires and interviews. These approaches used because they are satisfactory tools for collecting data for the sample population to investigate the topic under study.

3.2 Study population

Study Population can be defined as a complete collection of all elements (units) that are of interest to the researcher. A population is the aggregate or totality of objects or individual having one or more characteristics in common that are of interest to the researcher. The researcher was interested in selecting an estimated population of 134 people for the purpose of this study. These were politicians, civilservants, civil society organizations and some community members who require and utilize the services offered by the government.

3.3 Sample size

A representative sample was chosen for this study which ensured that all relevant types of people are included in my sample and that the right mix of people was interviewed. The determination of the sample size will be based on Slovene's formula used to determine the sample size.

$$n = \frac{N}{1 + N(e^2)}$$

Equation 1: Slovenes Formula

n= sample size

N= population size

e= level of significance = 0.05

$$e^2 = 0.05^2$$

$$n = \frac{68}{1 + 68(0.0025)}$$

$$n = \frac{68}{1 + 0.35} = \frac{68}{1.35} \text{ Or } n = 50.37$$

n= \approx 50.37 respondents

The total sample size was 51 respondents.

3.4 Sample selection procedure

The simple random-sampling was used because the study was intended to select representatives without bias from the accessible population. This method ensured that each member from target population had an equal independent chance of being included in the sample. Out of the total population of 68 representative section according to Slovene's formula, 25 civil servants (local government workers, teachers and doctors among others,) were given questionnaires and 25 representatives were chosen from the community to give the information that were of great impetus to the researcher.

3.5 Data collection instruments and methods.

3.5.1 Questionnaire survey.

The study used self-administered questionnaire and semi structured instruments to collect information from civil servants and community. Macmillan (2001) and Schumacher recommended a questionnaire if the researcher knows that the respondents were in a portion to answer the questionnaire. The scaled items,

according to Macmillan and Schumacher (2001) allow fairly accurate assessment of opinions. Similarly, it has the ability to collect information from several respondents within a short time. Amin (2005) recommends a questionnaire because it is less expensive and the respondents can answer at their convenience.

3.5.2 Key information interviews.

Face to face interviews was done with the community and civil servants specifically to cross check the responses from the questionnaires. This was designed to cover specific truth and answers. These interviews helped to cover information not provided in the questionnaire. This method was preferred because of its flexibility identified and enables the researcher to adjust the interviews to meet any diverse situations (Amin: 2005: 184).

3.5.3 Documentary Analysis.

The secondary data from materials such as textbooks, newspapers, journals and internet was used to backup primary information and relate the findings to other approaches already in existence.

3.5.4 Procedure of data.

After the approval of this proposal, the researcher picked an introductory letter from the Department of Applied Psychology of Kampala International University to introduce him to the respective sources of data and guided on what specific data set required to be collected. Data collection was done by the help of skilled research assistants under close supervision of the researcher to ensure that the information required was ascertained.

3.6 Ethical consideration.

The word "ethics" refer to the well based standards of right and wrong that prescribes what humans ought to do usually in terms of right obligations, benefits, fairness or specific virtues.

Ethical standards such as to freedom and right to privacy are supported by Bailey (1988).

According to Amin (2005). The information collected from the respondents should be confidential and kept private.

3.7 Quality control.

3.7.1 Validity of instruments.

Validity refers to the extent to which a method of data collection presents what it is supposed to do (appropriateness), as the extent to which a method of data collection measures what it is supposed to measure (Amin, 2005, Bell: 1997). To establish the validity of my questionnaire, pre-testing was done by giving few questionnaires to civil servants to determine its reliability before the actual field commenced. Amin (2005:288) recommends the instrument whose validity index is 0.7 or above.

3.7.2 Reliability of the instruments.

Reliability refers to the extent or the degree to which the instrument consistently measures whatever it is measuring. (Amin: 2005:293) and it is reliable if it produces the same results whenever it is repeatedly used to measure trait: (Bell, 1997). According to Bell, there are several devices for checking reliability in scales and tests such as pre-test, alternative forms or the split half method which were all observed and applied by the researcher to confirm their reliability before the actual field work commenced.

3.8 Data analysis.

Here the information obtained from questionnaire, interviews and document analysis is coded and updated. Qualitative data is analyzed descriptively while the quantitative data may be analyzed by use of SPSS, STATA and/or EXCEL. The data collected from the field was analyzed using SPSS and EXCEL.

3.9 Assumptions and limitations.

The assumptions were that the civil servants and the community to be interviewed and given the questionnaires would respond positively and provided all the necessary information for the research report.

CHAPTER FOUR

DATA PRESENTATION, ANALYSIS AND INTERPRETATION

4.0 Introduction

This chapter shows the profile information of respondents, the depth and cases of corruption in the public institutions and its impact on service delivery in Adekokwok Sub County-Lira district. The major area of focus and presentation is on the impact of corruption on service delivery.

4.1 Profile of Respondents.

Respondents were asked to present information regarding their age, gender, highest level of education and their marital status in order to help the researcher capture the demographic characteristics of the respondents.

4.1.1 The gender of respondents.

The table above shows that the majority percentage of the respondent was females with 51 percent and males counter parts comprised of a lower percent in terms of responses to the questionnaires scoring only 49 percent in terms of responses. This is attributed to the fact that the researcher was more interested in collecting data mainly from the female counter parts because they are the ones who are more prone to the vices of corruption and suffer the problem of service delivery because most of the domestic and social activities like taking children to school, attending antenatal care and other medical requirements are met by women and this has helped to provide realistic data as shown in on the table below.

Table 1: Gender of respondents

Gender of respondents	Frequenc y	Percent	Valid Percent
Male	25	49.0	49.0
Female	26	51.0	51.0
Total	51	100.0	100.0

(Source:

Researcher 2017)

4.1.2 The age of respondents.

The table below shows that the majority of the respondents' age ranges between 19-28 years with highest percent of 35.3, followed by 21.6 percent between the age of 39-48, followed by 17.6 percent equaling between 29-38 and 49 and above respectively. In general, the researcher discovered that the majority of respondents are youths between the 24-38 years. This is true when compared to the national youth statistics of 78 percent of the total population according to Uganda Bureau of Statistics 2014 census reports.

Table 2: age of respondents

Age of respondents	Frequency	Percent	Valid Percent
Below 18	4	7.8	7.8
19-28	18	35.3	35.3
29-38	9	17.6	17.6
39-48	11	21.6	21.6
49 and above	9	17.6	17.6
Total	51	100.0	100.0

(Source: Researcher 2017)

4.1.3 The marital status of respondents.

The table below shows that 76.5 percent of the respondents were married and this might be due to the fact that Adekokwok Sub County is one of the places in Uganda with the highest rate of early marriages due to hitting poverty, child labour and high rate of school drop outs especially girls child counter parts. The single respondents were represented by 23.5 percent and this might have been due to the fact that majority of the respondents were females who grow faster and rush to be married off early if they do not continue with studies. According to the results from the questionnaires cases of divorce, separated, widows and others were registered.

Table 3: marital status of respondents

Marital status of respondents	Frequency	Percent	Valid Percent
Single	12	23.5	23.5
Married	39	76.5	76.5
Total	51	100	100

(Source: Researcher 2017)

4.1.4: The level of education of respondents.

The results in the subsequent table indicate that the majority of respondents had university as their highest level of education and out of the total sampled population, 37.3 percent represented university or graduates, followed by tertiary education which has 29.4 while secondary and primary had 17.6 percent and 15.7 percent respectively.

Table 4: level of education of respondents

Education level	Frequency	Percent	Valid Percent
Primary	8	15.7	15.7
Secondary	9	17.6	17.6
Tertiary Institution	15	29.4	29.4
University	19	37.3	37.3
Total	51	100	100

(Source: Researcher 2017)

4.1. 5: Payment of bribes by government officers.

The results of the research revealed that majority of the respondents (66.7 percent) said that they have ever been asked to pay bribes. The 31.4 percent of the respondents who said no might be the people who ask for bribes or those who have never experienced the graft according to the research results. This is significant

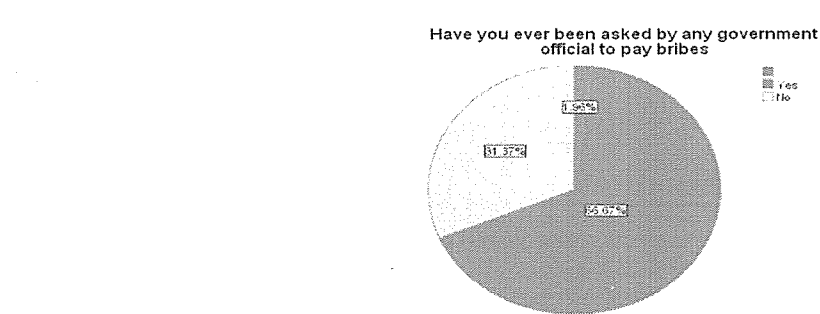
because the study was intended to examine the impact of corruption on service delivery. This data is presented on the subsequent pie chart.

Table 5: payment of bribes by government officers

Payment of bribes	Frequency	Percent	Valid Percent
Yes	34	66.7	66.7
No	16	31.4	31.4
Total	51	100	100

(Source: Researcher 2017)

Figure 1: payment of bribes by government officers



(Source: Researcher 2017)

4.1.6 The arrest and prosecution of government officers for allegation of corruption.

The researcher discovered from the respondents that they have never heard about anyone convicted for causing multiple losses of government funds in Adekokwok and Lira district as a whole. Here differing opinions were given during the preliminary data collected where they argued that all the officials who are always convicted are released within one or two days hence not serving their sentence as they bribe the law enforcement officers to drop their cases and this something; that they requested the responsible authority to help them address. From the research output, 82.4 percent said that they have never heard about anyone being convicted with only 17.6 percent accepting that they have heard about some few people being alleged but not arrested and made to serve their sentence.As government and other

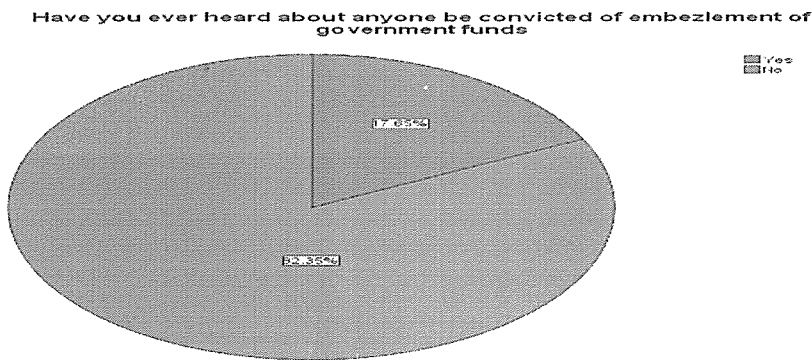
stakeholders, this should be a strong basis to come on board and do some ground work in order to address this graft in public service. This is presented on the pie chart below to show the degree of corruption and bribes in the sub county.

Table 6: Arrest and prosecution of government officers for allegation of corruption.

Conviction of corrupt officers	Frequency	Percent	Valid Percent
Yes	9	17.6	17.6
No	42	82.4	82.4
Total	51	100	100

(Source: Researcher 2017)

Figure 2: arrest and prosecution of government officers for allegation of corruption.



(Source: Researcher 2017)

4.5.7: Corruption as a bad practice to the community

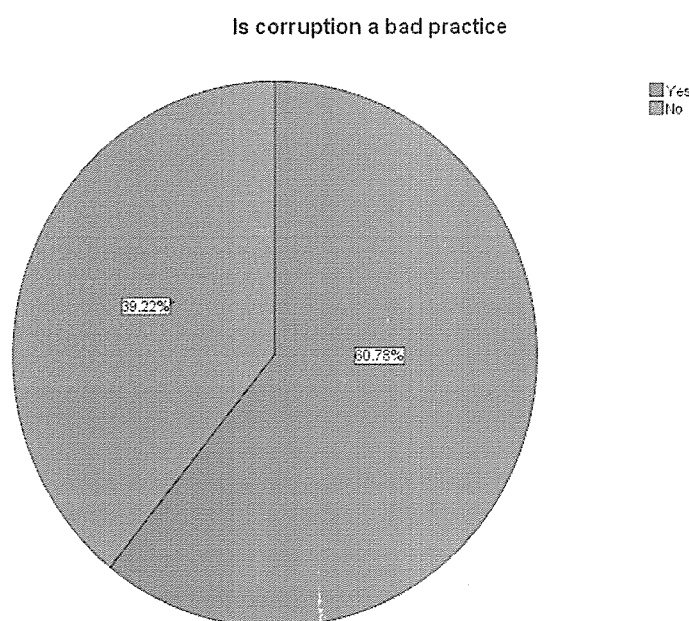
According to the researcher, generally 60.8 percent of the respondents supported that corruption is a bad practice because it affects the general welfare of the society by denying the community access to better health and education for young people.Only 39.2 percent of the respondents did not agree that corruption is a bad practice becauseof either fear or had limited information.

Table 7: Corruption as a bad practice to the community

Corruption as a bad	Frequency	Percent	Valid percent
Yes	31	60.8	60.8
No	20	39.2	39.2
Total	51	100	100

(Source: Researcher 2017)

Figure 3: Corruption as a bad practice to the community



(Source: Researcher 2017)

4.1.8: Bribery is a common gate way for acquiring jobs in Uganda.

The table below indicates that the majority of respondents said that bribery is a common gate for acquiring jobs in Uganda because most of the organizations have adopted internal recruitment policies and processes of employment which is very prone to corruption because everyone struggles to be a God father instead of welcoming fresh blood in the organization. This in line with the published report from Action Aid Uganda recruitment policy where priority is always given to internal staff before exploring other external available options because it has a short time

recruitment but asserted to have a number of quality checks which includes the formal process, interviews and reference from the line manager.

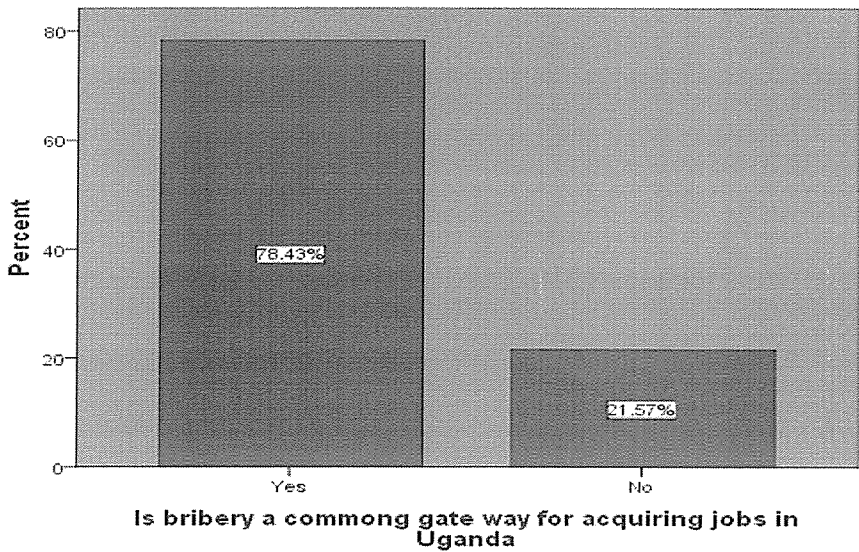
Table 8: Bribery is a common gate way for acquiring jobs in Uganda.

Corruption is a gate way to employment	Frequency	Percent	Valid Percent
Yes	40	78.4	78.4
No	11	21.6	21.6
Total	51	100.0	100.0

(Source: Researcher)

Figure 4: Bribery is a common gate way for acquiring jobs in Uganda.

Is bribery a commong gate way for acquiring jobs in Uganda



(Source: Researcher 2017)

4.1.9 The rate of unemployment in Uganda as a result of bribes.

The table below shows that unemployment in Uganda is caused by other factors apart from corruption. A total of 68.8 percent of the respondents attributed

corruption not to be a significant factor for employment in Uganda because of the rapid population growth and skills of youths being released by different institutions and colleges to the job market annually.

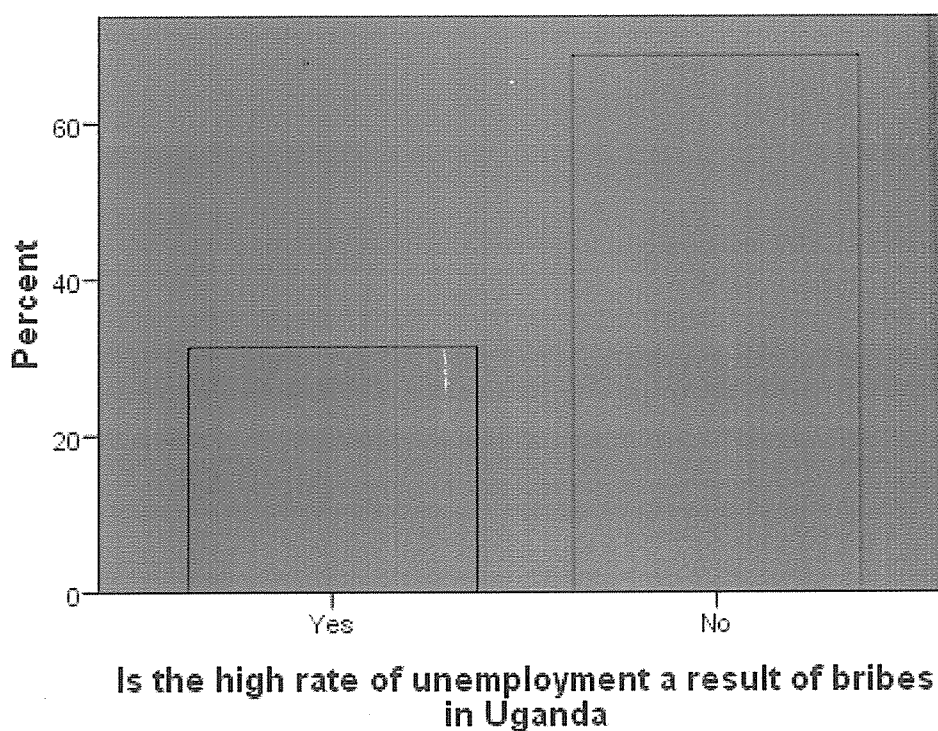
Table 9: The rate of unemployment in Uganda as a result of bribes.

Unemployment	Frequency	Percent	Valid Percent
Yes	16	31.4	31.4
No	35	68.6	68.6
Total	51	100.0	100.0

(Source: Researcher 2017)

Figure 5: The rate of unemployment in Uganda as a result of bribes.

Is the high rate of unemployment a result of bribes in Uganda



(Source: Researcher 2017)

4.1.9: Corrupt officials and inefficiency of NAADS Project.

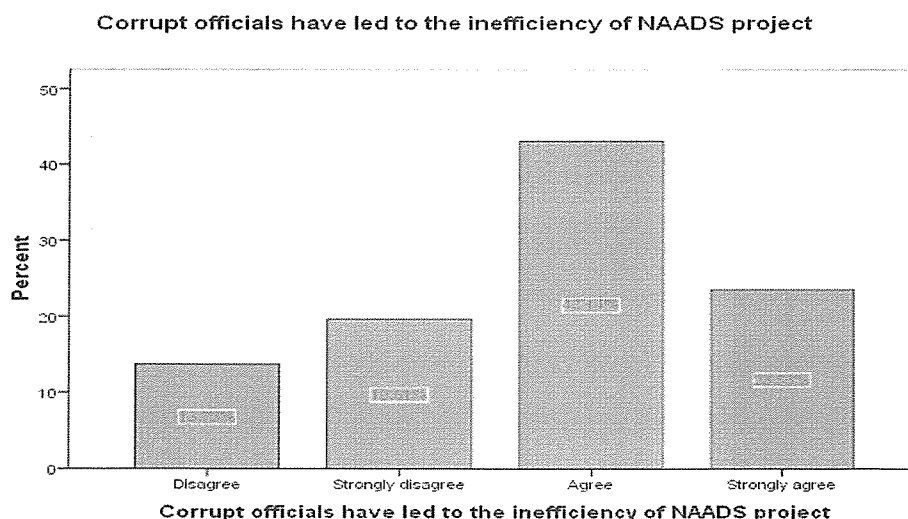
According to the data results, 43 percent of the respondents agreed that corruption has affected the operation of the project, followed by 22 percent who strongly agreed and 13.7 percent and 19.6 percent disagreeing and strongly disagreeing. This is significant for this study because one of the objectives was to explain the impact of corruption on service delivery.

Table 10: Corrupt officials and inefficiency of NAADS Project.

Inefficiency of projects	Frequency	Percent	Valid Percent
Disagree	7	13.7	13.7
Strongly disagree	10	19.6	19.6
Agree	22	43.1	43.1
Strongly agree	12	23.5	23.5
Total	51	100	100

(Source: Researcher 2017)

Figure 6: Corrupt officials and inefficiency of NAADS Project.



(Source: Researcher 2017)

4.1.10: Procurement of poor quality materials and public contracts in Adekokwok Sub County.

The procurement rules and regulations stipulate that for any contract to be awarded to the best bidder, certain aspects need to be observed in terms of quality, cost and the durability of the materials according to article 51 of the 2003 public procurement act.

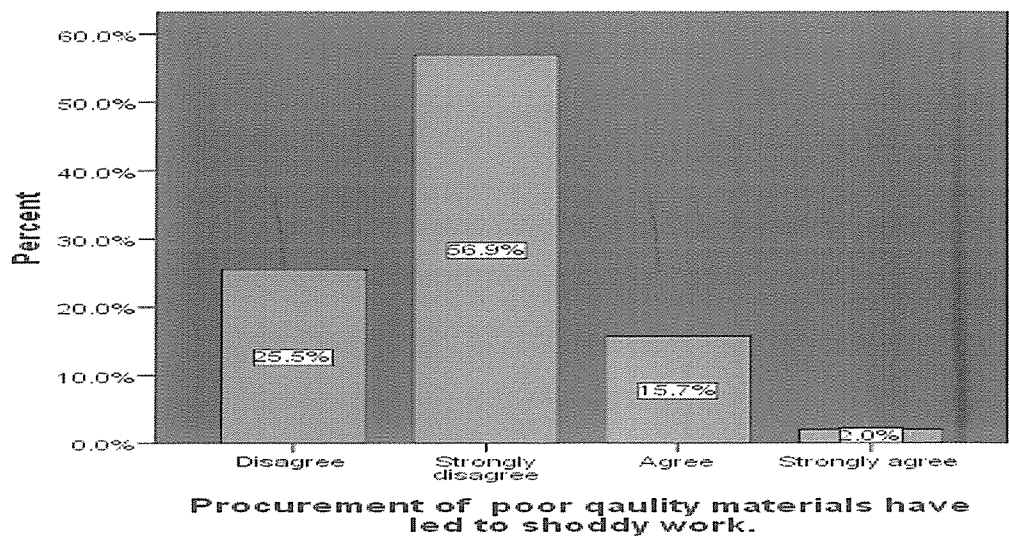
Majority of the respondents or respondents (56.9 percent) strongly disagreed, followed by 25.5 percent disagreeing, and 15.7 percent and 2 percent.

Table 11: Procurement of poor quality materials and public contracts in Adekokwok Sub County.

Building materials	Frequency	Percent	Valid Percent
Disagree	13	25.5	25.5
Strongly disagree	29	56.9	56.9
Agree	8	15.7	15.7
Strongly agree	1	2.0	2.0
Total	51	100	100

(Source: Researcher 2017)

Figure 7: Procurement of poor quality materials and public contracts in Adekokwok Sub County.



(Source: Researcher 2017)

4.1.11: The status of schools in Adekokwok by physical outlook.

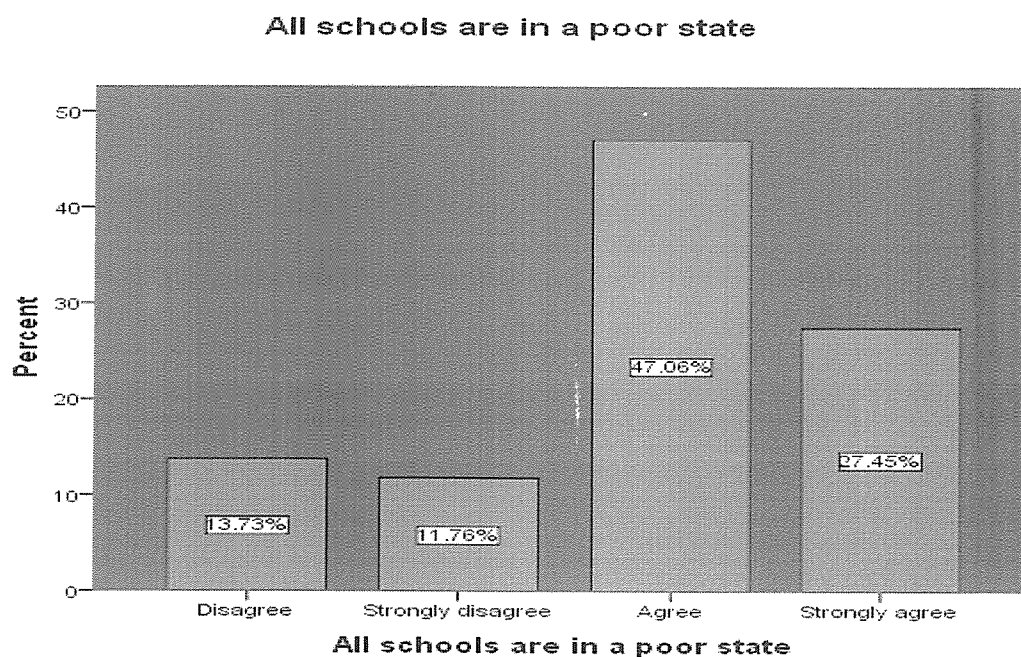
Table below reveals that the biggest percentage (47.1 %) of the respondents agreed that schools are in a poor state, followed by 27.5 percent agreeing, then 13.7 and 11.8 disagreeing and strongly disagreeing. On average therefore most schools in Lira district are in poor state. This in principal is reason enough to convince school communities, administrators and directors that the quality of school is a good indicator of success and therefore good student’s academic performance is a possible reality through team work.

Table 12: The table shows the status of schools in Adekokwok by physical outlook.

Status of schools	Frequency	Percent	Valid Percent
Disagree	7	13.7	13.7
Strongly disagree	6	11.8	11.8
Agree	24	47.1	47.1
Strongly agree	14	27.5	27.5
Total	51	100.0	100.0

(Source: Researcher 2017)

Figure 8: The table shows the status of schools in Adekokwok by physical outlook.



(Source: Researcher 2017)

4.1.12: There are no hospitals in Adekokwok Sub County as shared by the respondents.

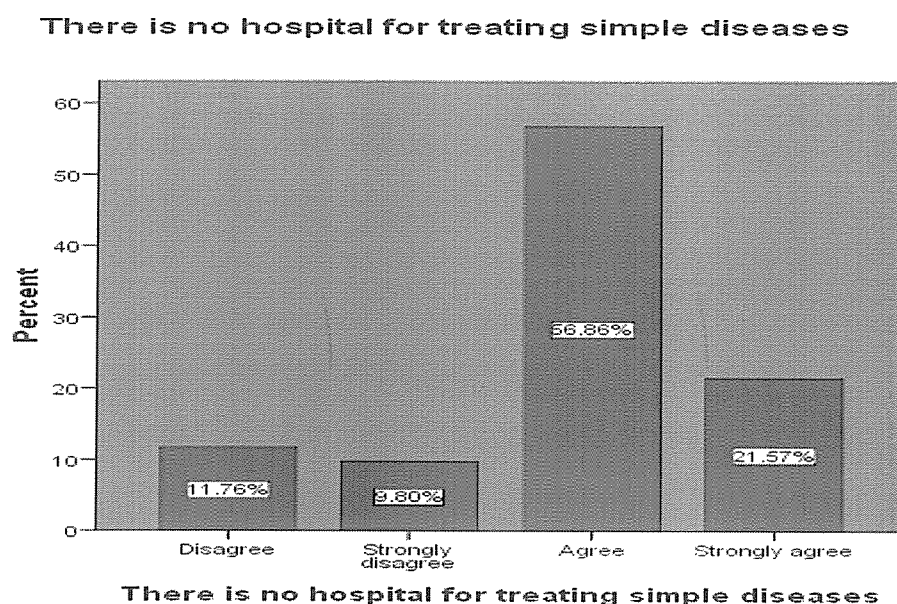
The majority of respondents agreed that there are no hospitals in Adekokwok Sub County because according to the current National Development Plan for Uganda, a hospital is supposed to be at the district headquarters as the main referral center where patients from Health Centre I, II, III, IV and V are always sent to for further treatment due to their capacities to handle any condition because of facilities and services available.

Table 13: There are no hospitals in Adekokwok Sub County as shared by the respondents.

Hospital absence	Frequency	Percent	Valid Percent
Disagree	6	11.8	11.8
Strongly disagree	5	9.8	9.8
Agree	29	56.9	56.9
Strongly agree	11	21.6	21.6
Total	51	100	100

(Source: Researcher 2017)

Figure 9: There are no hospitals in Adekokwok Sub County as shared by the respondents.



(Source: Researcher 2017)

4.1.13: The number of days one can take to receive services from the district officials.

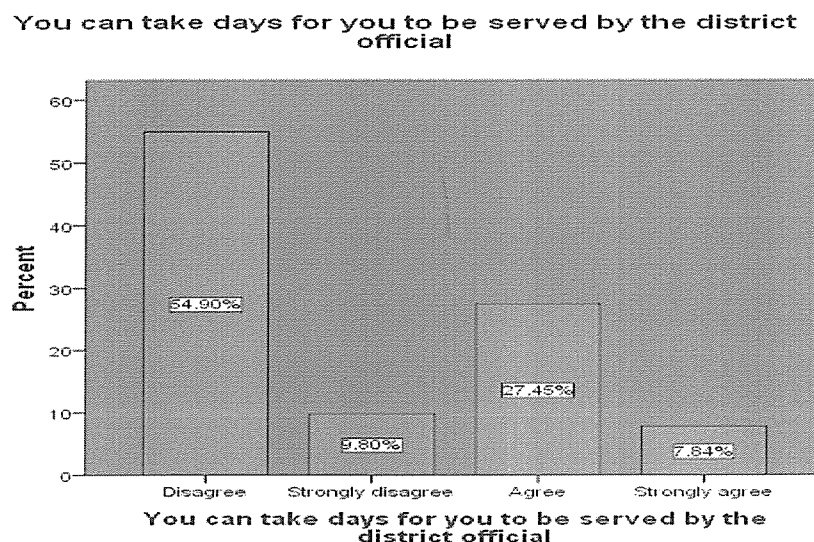
Being an aspect of service delivery which can easily be judged by the public, the majority 54.9 percent of respondents disagreed that you may take days to receive services from the district meaning that in terms of delivery, some individuals are trying to do their best while others are still reluctant and that's why 27.5 and 7.8 percent disagreeing with kind or statement which gives an open opportunity to the government to work harder to ensure that the public are served efficiently and effectively by its servants.

Table 14: The number of days one can take to receive services from the district officials.

Number of days	Frequency	Percent	Valid Percent
Disagree	28	54.9	54.9
Strongly disagree	5	9.8	9.8
Agree	14	27.5	27.5
Strongly agree	4	7.8	7.8
Total	51	100	100

(Source: Researcher 2017)

Figure 10: The number of days one can take to receive services from the district officials.



(Source: Researcher 2017)

4.1.14: The days officials come to work between Monday and Friday.

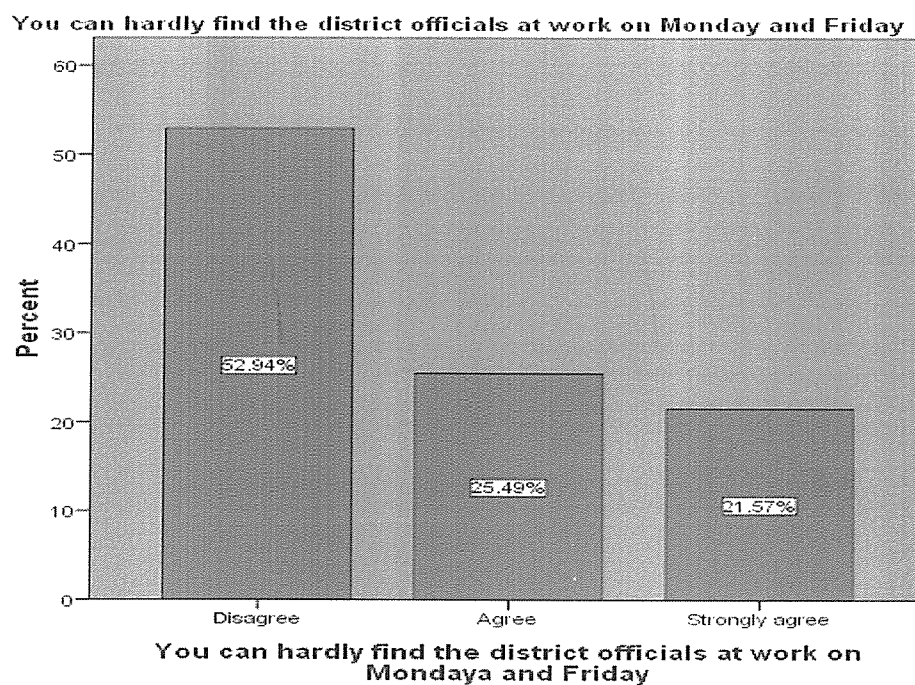
The statistics below reveal that the majority of the respondents disagreed that officials always come to office on Monday and Friday. This is true because comparing Adekokwok and other remote parts of the like Karamoja region, most of the staff stay home for weekends since Lira town is just nearby as they can visit the town and sleep home making Fridays and Mondays to be busy and important working days for the sub county staff. Another reason could also be that the public service Act requires that officer's reporting to office is Monday through Friday from 8 am to 5pm.

Table 15: The days officials come to work between Monday and Friday.

Official office time	Frequency	Percent	Valid Percent
Disagree	27	52.9	52.9
Agree	13	25.5	25.5
Strongly agree	11	21.6	21.6
Total	51	100.0	100.0

(Source: Researcher 2017)

Figure 11: The days officials come to work between Monday and Friday.



(Source: Researcher 2017)

CHAPTER FIVE

DISCUSSION, CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

This study determined the impact of corruption on service delivery in Lira district a case study of Adekokwok Sub County.

The study was conducted through a sample survey using a cross section of civil servants, community member health workers and the district officers. Data was collected in May and July 2017 by the use of questionnaires, interview guides and document analysis techniques. Data collected was analyzed using percentages, frequencies and Chi-Square techniques. This chapter discusses the findings of the study, draws conclusions and makes recommendations based on the findings. The discussions are presented along the research objectives.

5.2 Discussion

5.2.1. To explain the effects of bribery on contract awarded to potential bidders during the procurement process.

This study revealed that 56.9 percent of the respondents strongly disagreed, 25.5 percent disagreed then 15.7 percent strongly disagree and 2.0 percent agreed that procurement of poor quality materials like road equipments, inputs, construction materials have led to shoddy work in Adekokwok Sub County and this is true because shoddy work experience is not as a result of procurement of equipments but its embedded on a number of factors such as the skills of technicians, the nature of the land, planning amount of capital available and the duration of the project among others. Regarding the status of the schools as part of bribery, the majority of respondents agreed that most schools are in poor state in terms of the structures available and the learning facilities. That is to say 47 percent agreed, followed by 27 percent strongly agreeing and Only 13 percent and 11 percent disagreeing and strongly disagreeing to the statement. This is a reasonable statistics when you look critically at the status of all the schools in Uganda which are unfunded under the Universal Primary and Secondary Education that has seen many teachers get under paid and school facilities not procured.

5.2.2 To examine the effects of misallocation and embezzlement of public funds on the access of good health services.

The study variable was basically looking at miss allocation of public funds in terms of whether the community pays bribes to these officials or whether the community has ever heard of anyone convicted of the scandal or whether they have ever been asked by any official to pay bribes. The researcher discovered that 66.8 percent have been asked to pay bribes and only 39.2 percent said that they have never been asked to pay bribes. From this statistics, it's a clear indicator that corruption is very rampant in the area hence necessitating government efforts to come on board and curb down the graft. Regarding the issue of whether corruption is a bad practice or not, 60.8 percent of the respondents said that corruption is a very bad practice and this was the majority views with only 39.2 percent saying that it is not a bad practice. Since the researcher was interested in sampling more of the district and sub county officials, it might be true that corruption is not a bad practice because they are the beneficiaries of the scandal .Therefore any strategy aimed at curbing the vice should majorly target this group of people who are direct perpetrators of the vice.

5.2.3: To explain the impact of bribery on youth employment in Lira district, Adekokwok Sub County.

According to the word Bank policy research working papers published by Bechir N.Bouزيد 2016, this habit leads to the diversion of resources from the most productive economic sectors of the economy toward those (usually less efficient economic sectors) where self-motivated officials have more discretionary power in selecting the candidates who are less qualified for the job and in turns leading to poor performance of the economic. The researcher discovered that 78.4 percent of the respondents said that bribe is a common gate way for acquiring jobs in Uganda and this is party the reason for the poor performance of the economy in the recent times.

5.2 Conclusions.

The purpose of the study was to establish the impact of corruption on service delivery in Adekokwok Sub County in Lira district. The findings were that this

independent variable affects service delivery either negatively or positively as revealed by respondents in the questionnaires. In view of the above, many of the respondents had positive responses towards some of those challenges that come as a result of living in a corruption free zone or rightly and all these have great impact on service delivery.

5.3 Recommendations.

Based on the study findings, the researcher makes the following recommendations

5.3.1 The impact of corruption on service delivery in Adekokwok.

- There is need for the community to embrace a new platform for experience sharing where those who have benefited from the quality service delivery and faced the challenges can learn as a result.
- We should automate some of the activities carried out by the officials to reduce on corruption
- We should also be conscious and report some of the known suspects of corruption as this affects all of us.

5.3.2 The impact of bribery on youth employment in Lira district

Basing on many theories and research on bribery and job selection or employment, majority of researcher agree that this is a common practice in our current society that we need to wake up and fight against because the future belongs to all of us and the nation is ours. Therefore, to make these effective and helpful, the researcher makes the following recommendations.

- Child education should be promoted to ensure that we have an informed nation with impact and participation in the national affairs.
- Sensitization to ensure that the community massively is aware of the dangers of bribery.
- Effecting the implementing the existing laws to ensure those perpetrators are imprisoned or killed or jailed for life and all their property confiscated.

5.4 Areas of further research

The researcher suggests the following as possible areas for further research.

- The capacity of the government and other non-governmental organization to combat corruption in public and private service.
- To find out whether corruption is an in born condition or learned condition.
- Determining the impact of long stay in power by the NRM government and the corruption scandal in Uganda.

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APPENDIX 1:RESEARCH INSTRUMENT

QUESTIONNAIRE

Dear Respondent,

I Angulu Isaac a student of Kampala International University, wishing to undertake a purely academic research study kindly request you to provide responses to theses few questions

The questions that follow are intended to facilitate a study of the **"Impact of corruption on Service Delivery"** in Lira district, Adekokwok Sub County. Please take a few minutes of your precious time and answer them appropriately. Your responses will be used for academic purposes only and will be treated with utmost confidentiality.

Please TICK around your preferred response where applicable.

Section1:

Biological/ Personal information

1. Gender of the respondent

1. Male ☐ 2. Female ☐

2. Age of respondent

1. Below 18 ☐

2. 19-28 ☐

3. 29-38 ☐

4. 39-48 ☐

5. 49 and above ☐

3. Marital status

1. Single

☐

3. Divorced

☐

2. Married

☐

4. Others

☐

4. Education level

1. Primary

☐

3. Tertiary Institution

☐

2. Secondary

☐

4. University

☐

SECTION 2: Corruption

1. Have you ever been asked by any government official to pay bribes

1. Yes

☐

2. No

☐

If yes for what service or what was the bribe

.....

2. Have you ever heard about anyone being convicted of embezzling government funds?

1. Yes

☐

2. No

☐

If Yes, for what crime and for what reason?

.....

3. Is corruption a bad practice?

1. Yes

☐

2. No

☐

Please explain why you say so

.....

4. Is bribery a common gate way for acquiring jobs in Uganda

1. Yes

☐

2. No

☐

If yes please explain why you say so

.....

5. Is the high rate of unemployment a result of bribes in Uganda?

1. Yes

☐

2. No

☐

If yes please name recent cases you have come across

.....

For the following questions, the respondent will have to answer by ticking the box of preference.

A. Disagree

CODES A=1, B=2, C=3, D=4

B. Strongly disagree

C. Agree

D. Strongly Agree

No	Question	A	B	C	D
1	Corrupt officials have led to the inefficiency of the NAADS program in Adekokwok Sub County?				
2	Procurement of poor quality materials like; road equipments, inputs, construction materials have led to shoddy work in Adekokwok Sub County?				
3	All the schools in Adekokwok Sub County are in a very poor state?				
4	There is no hospital in Adekokwok Sub County for treating simple diseases?				
5	You can take days for you to be served by the district officials in Adekokwok Sub County?				
6	You can hardly find the district officials at work on Mondays and Fridays?				

APPENDIX 2: BUDGET ESTIMATE FOR THE RESEARCH STUDY

No	Item	Cost	Amount
1	Photocopying	45,000/=	45,000/=
2	Binding	21,000/=	21,000/=
3	Questionnaire printing	24,000/=	24,000/=
4	Data collection	30,000/=	30,000/=
5	Data Analysis	10,000/=	10,000/=
Total			130,000/=

Source: *Researcher (2017)*

Time plan frame

APPENDIX 3: TIME FRAME

N0	Activity	March	April	May	June	July	August
1	Identification of research topic						
2	Preparation of proposal						
3	Proposal writing						
4	Preparation of final proposal						
5	Final report preparation						
6	Report correction and sub mission						



Office of the Head of Department

September 6, 2017

Dear Sir/Madam,

**RE: INTRODUCTION LETTER FOR ANGULU ISAAC
REG NO. BSCD/44757/143/DU.**

The above mentioned candidate is a bonafide student of Kampala International University pursuing a Bachelors Degree in Social and Community Development.

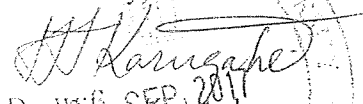
He is currently conducting a field research for her dissertation entitled, **"THE IMPACT OF CORRUPTION ON SERVICE DELIVERY IN LIRA DISTRICT A CASE STUDY OF ADEKOKWOK SUB-COUNTY."**

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

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

Thanking you in advance.

Yours truly,


Dr. Wilfred Karugabe
HOD-Applied Psychology