

THE ROLE OF CIVIL SOCIETY ORGANISATION IN THE DEMOCRATIC
PROCESS IN UGANDA: A CASE STUDY OF
WORLD ACTION

By

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DECLARATION

I **Rwahama Richard**, declare that this dissertation is my own original effort and that it has not been submitted to any other university of higher learning institution.

Signature

Date



27th 09-18

APPROVAL

I hereby, declare that the preparation and presentation of this dissertation is supervised in accordance with the guidelines on supervision of dissertation laid down by Kampala International University.

MR. Adrian Laurentiu Caicut

Signature.....

Date.....

27/09/2018

DEDICATION

This dissertation is dedicated to my father and my mother for their great contribution and efforts that they have put in for me to reach this level of education. Thank you very much.

ACKNOWLEDGEMENTS

I want to thank the almighty God, for providing me with his grace and opportunity to finish this academic study. I would also like to extend my sincere gratitude to all those who have contributed towards the successful completion of this dissertation.

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ABSTRACT

The study focused on the role of civil society organisation in the democratic process in Uganda using World Action as the case study. The study objectively thought to; analyze the contribution of CSOs in the democratic process in Uganda, to identify the Challenges facing CSOs in their contribution to the democratic process of Uganda as a state and to establish the possible solutions to the challenges facing CSOs in their contribution to democratic process in Uganda. The study adopted a case study design of World Action Civil Society Organisation that had an intensive, descriptive and holistic analysis of a single entity, the bounded case. This approach enabled the researcher understand phenomenon in its entity, therefore qualitative and quantitative method utilized to grasp data on process and reasons for the particular outcomes which was both useful for providing adequate information on the study. A sample of 104 respondents was selected. Using, purposive sampling and simple random data was analyzed using the computer package called SPSS to generate tables and graphs. The findings of the study were that civil society organization's role was to condemn against oppression followed by respondent who revealed that their role was to create awareness among the public on as far as their rights were concerned and respondents revealed that they represented the masses/public of various issues and lastly were respondents said they gave financial support and facilitations on programs like public addresses. Findings revealed that civil society's organizations' lacked support from public and collective and collaborative efforts. The study concluded that a comparative analysis through different historical perspective is also made to illuminate patterns of changes CS actors underwent in pursuing their goals and objectives. The study finds that throughout history, there had been significant contribution of CS in democratization process from bottom-up, but lack of freedom and military's unwillingness to change the system has crippled CS to remain as merely social and humanitarian caretakers with most of them totally ceasing their activities, rather than being active in pursuing their real visions. The study recommends that SCOs should re-organizing themselves to be more coordinated and collaborative forces that could have significant impact on government decision-making process. There should be a call for nationwide SC conference where representative could come up with a more coordinated platform with proper strategy to further agendas more to do with national level rather than small scale ethnic line or communal line impact.

CHAPTER ONE

1.0 Introduction

This chapter presents the background to the study, statement of the problem, objectives of the study, research questions, scope of the study, significance of the study.

1.1 Background of the study

1.1.1 Historical perspective

A quick overview of the reality of the region indicates that the aforementioned factors prevent the smooth emergence of civil society in most countries. Indeed, there are multiple obstacles facing civil society, including a lack of democracy, instability, excessive centralization in addition to a lack of tolerance and cultural diversity. Moreover, the persistent security threats rising from internal conflicts and foreign occupation are sharply affecting the capacities as well as the role of civil society. Consequently, the performance and the impact of CSOs are very weak and limited¹.

In addition to the aforementioned challenges, it is worth noting the relations between CSOs and the power structure, such as ruling families, Somalis, and political parties in power to name a few. It is important to investigate the financing and privileges accorded to some CSOs by these power structure including private capitals and the ways CSOs subsequently work to accommodate it².

Besides these factors limiting the adequate role of CSOs in democracy promotion in Somalia, there exist many other obstacles. Among these obstacles is the weak level of networking between CSOs, the lack of reporting on their own activities, as well as the lack of permanent structures, either academic or governmental, dedicated to studying and monitoring them. One question which would be most enlightening is the process of formation of CSOs: do they start as popular

¹ ABSDF, (2013).

² Ad'ha, (2010).

movements that are later institutionalized, as initiatives from social or academic elites, as professionals responding to foreign funding.³

1.1.2 Theoretical Perspectives

The participation of CSOs is not limited to the legal framework and the political willingness, but it also requires efficient and viable regulations for enhancing and institutionalizing civic participation and engagement, on one hand, and establishing monitors to produce periodic documents serving as tools to empower the engagement of CSO in policy making on the other hand. Finally, fostering relations between civil society and think tanks, research centers and academia is an important factor for them to increase their influence and to disseminate knowledge among the society, this relation should find ways to be more interactive and institutionalized for the sake of a mutual benefit positively impacting the society as a whole.

1.1.3 Contextual perspective

In short, Majority of Ugandans believe that CSOs are a real threat to their power, while opposing political movements and parties accuse them of being responsible for the divisions and weaknesses amongst them. Moreover, CSOs are not very well perceived by other social actors either, such as media, academia, social movements including youth organizations and trade unions; this is mainly because of confusion in their understanding of CSOs. In addition, there is a gap between civil actors and think tanks, research centers and academia. Consequently, bridging the efforts among all these actors is a must in order to have a more useful and valuable role. They should focus on the challenges that CSOs are facing. They should identify these challenges, and come out with concrete and practical recommendations helping CSOs to overcome these challenges⁴.

Consequently research must respond to the challenges that CSOs in Uganda are facing. They should draw the road map to overcome these challenges and to improve performance and purpose. They can suggest alternatives and options enabling CSOs to improve performance and increase their role. The challenges that CSOs are facing can be divided into two main groups; the first group is related to the limitation of their role to service provision within a context where

³ Amundsen, (2010).

⁴ Thomas & M, (2000).

there is a real lack of comprehensive social policies and the willingness to coordinate and to create networks. In this context, the priority should be given to strengthen the advocacy role of civil society, which necessitates tools and resources, in addition to the capacity to build coalitions and alliances. It is also crucial to elaborate clear vision and strategies⁵. The second group of challenges is the external environment that is related to the restrictions imposed by the legal frame-work, the way it has been implemented, the poor level of development, the centralized and totalitarian nature of the state and finally the security and instability in most of the countries⁶. This reality requires more elaboration on the role of civil society in facing the challenges including the one of peace and security. It is also a challenge for CSOs to be efficient and responsive in an environment characterized by poor conditions and lack of proper infrastructure.

1.2 Statement of the Problem

For many years, Civil society organizations have been known for being involved in the wellbeing of persons, their activities range from advocacy, helping the needy, promotion of human rights to mention but a few⁷. Given this role, they face many obstacles in their duties especially in their contribution towards the promotion of democracy in especially in countries without rule of law. Some of these challenges involve persecution, prohibition and censoring their activities this poses a stiff problem in assessing Civil Society Organizations actual contribution towards the democratic process in Uganda⁸. It is therefore hoped that this study will recommend suitable measures of overcoming some of the challenges facing CSOs in their contribution towards the democratic process. It is from such a problem that this researcher felt it imperative to conduct further study in examining civil society organizations and their

⁵ Aung, Aung, (2013).

⁶ Gul, Shirin et al, (2011).

⁷ Aung, Peter, (2012).

⁸ Freekachin.org, (2013).

contribution in the democratic process while using World Action civil society organisation as a case study.

1.4 Purpose of the Study

The purpose of study was to examine the role of civil society and their contribution in the democratic process in Uganda.

1.5 Objectives of the study

- i. To analyze the contribution of CSOs in the democratic process in Uganda.
- ii. To identify the Challenges facing CSOs in their contribution to the democratic process of Uganda as a state.
- iii. To establish the possible solutions to the challenges facing CSOs in their contribution to democratic process in Uganda.

1.6 Research Questions

- i. What are the contributions of CSOs in the democratic process in Uganda?
- ii. What are the Challenges facing CSOs in their contribution to the democratic process of Uganda as a state?
- iii. What are the possible solutions to the challenges facing CSOs in their contribution to democratic process in Uganda?

1.7 Scope of the study

The study was divided in to three parts geographical scope, content scope and time scope.

1.7.1 Geographic Scope

The study was undertaken at Uganda-World Action Civil Society Organisation. Uganda was chosen because it has continuously experienced worsening oppression associated with lack of freedom of speech, violation of human right, torture among others.

1.7.2 Content scope

This study examined the contributions of CSOs in the democratic process, Challenges facing CSOs in their contribution to the democratic process and possible solutions to the challenges facing CSOs in their contribution to democratic process in Uganda.

1.7.3 Time scope

The study was undertaken from March of 2018 to May of 2018 and the data choice considered was between 2010 up to date.

CHAPTER TWO

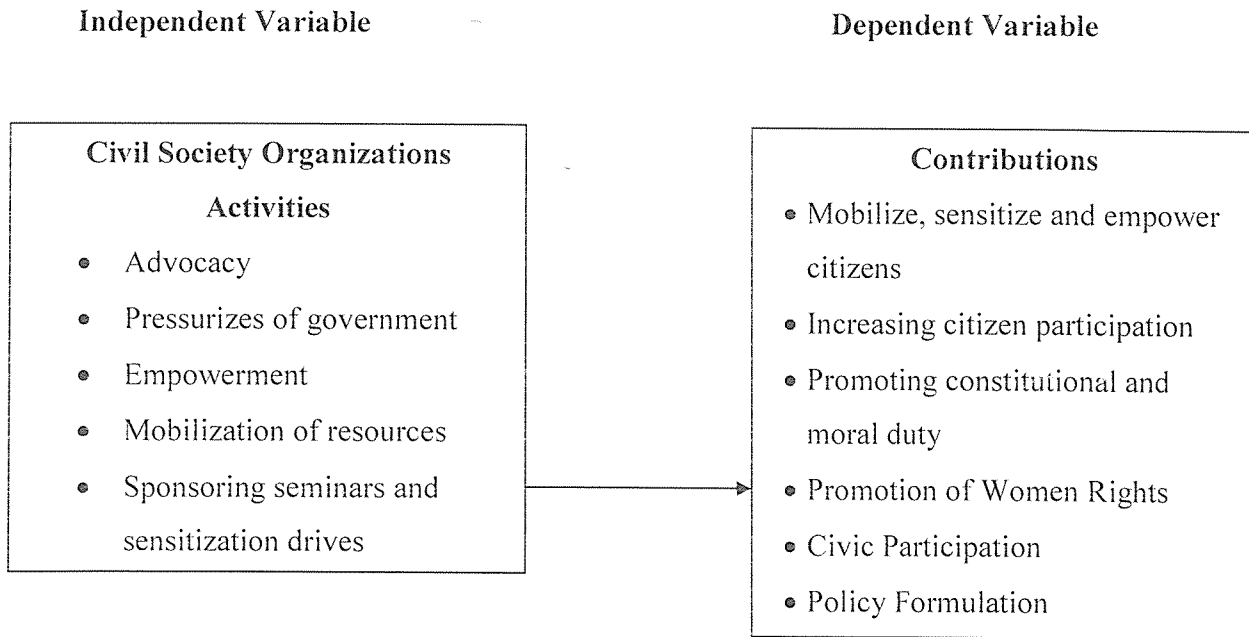
LITERATURE REVIEW

2.0 Introduction

This chapter focused on the study literature. It reflected the perspectives of different scholars and authors regarding the role of civil society organisation in the democratic process. The review of the literature was done objective by objective so as to bring about clarity of the study variables.

The Conceptual Framework

Fig.1: the Conceptual Framework illustrating the civil society organizations contribution in the democratic process under Research



Source; *Researchers Conceptualization (2018)*

From the conceptual framework above, the relationship between the two variables was established where the role of civil society organizations activities through; Advocacy, Pressurizes of government, Empowerment, Mobilization of resources and Sponsoring seminars and sensitization drives was established and the results were as follows; Mobilize, sensitize and empower citizens, Increasing citizen participation, Promoting constitutional and moral duty, Promotion of Women Rights, Civic Participation and Policy Formulation

2.2 The contribution of CSOs in the democratic process

According to the democratic process rate at current research, anti-democratic process coalitions have achieved less in the struggle to curb democratic process.⁹ Hold it that the mass civil society cannot be relied upon to work for changes in social structure. In comparison to the current situation, no much positive changes have been scored in as far as sensitization of democratic process is concerned. Below are some of the roles of the civil society in ensuring that they promote democratic process;

Mobilize, sensitize and empower citizens

There is an urgent need for the civil society to mobilize, sensitize and empower citizens to demand for transparency, accountability, and value for money from their leaders. The civil society should sensitize the people to appreciate that their leaders they voted or appointed in public offices to serve them not to use public resources to fund their personal luxurious life style. This approach should target the masses but with special emphasis on the young people especially those in school and those who have left school. We should use their numerical advantage, flexibility and dynamism to be in position to lead the demand for good governance without being violent¹⁰.

Increasing citizen participation

the civil society should create a deliberate intervention aimed at increasing citizen participation in monitoring utilization of public resources coupled with increased interface and dialogue between duty bearers/ leaders and the people they serve to share experiences and ideas on how best to improve service delivery in their localities. Civil society Pressure should be exerted by communities to their leaders to demand their leaders to be more responsive and sensitive to the needs and aspirations of the communities they lead¹¹

⁹ Merton and Lazarsfeld (1960)

¹⁰ Becker, Stigler, (2010)

¹¹ Breton, (1996.)

Promoting constitutional and moral duty

There is a need for anti-democratic process actors and the civil society to engage with judiciary and parliament to impose upon them their constitutional and moral duty to safeguard public resources. The civil society should too be strengthened by building their capacity in democratic process investigation skills to be able to publish evidence based civil society reports capable of generating public debate and action against those implicated. Civil Society organizations and other actors should be supported to institute public interest litigation against those implicated in democratic process but using their connection to avoid justice¹².

Promotion of Women Rights

It has been CSOS that have played a leading role in the promotion of women rights. The federations of women lawyers (FIDA) offer a voice and free legal services to women. By helping to empower women, CSOS have in a way helped to accelerate development faster than ever. Women are now engaged in micro-finance projects to support families effectively, and helped transform men into responsible citizens in as far as family care was concerned. FIDA does that nationally, regionally, and internationally¹³.

Civic Participation

CSOS have contributed to democracy and governance through research, information dissemination, training, and advocacy. The DEM Group has highly spoken of in regards to its work of education the masses about democracy and conducting election evaluation analyses. According to Deepening Democracy Program in Uganda (2005), civic education has potential to address this by enabling citizens to be appropriately informed so that they make considered decisions and play an active role in democratization. CSOS play an increasingly important role in expanding local service delivery capacity, demanding transparency and accountability, and advocating rights in various sectorial fields (education, water, etc.) as well as cross cutting issues

¹² Calvert, Peter, & Burnell, Peter J. (2004).

¹³ (FIDA 2009).

such as human rights and cultural issues¹⁴.

Policy Formulation

There was a marked increase in CSO participation in policy processes as invited participants. Their representatives have had seats at the table in formulation of specific policies, district development plans and on technical committees and sub-committees at all levels. These were highly commendable.

2.3 The Challenges facing CSOs in their contribution to the democratic process

The operations of CSOs in Uganda are impeded by several factors - both external and internal. External influences include influences from foreign sources within and outside our borders, government and local political forces. Internal influences are those factors internal that affect CSOs but are within their control to change. There is insouciance to reform and ensure structural transformation. Also external and internal environments impinge upon CSO's output and performance¹⁵.

Financial Dependency

According to Globalchinnews.org. (2013), there is the propensity that an imbalance in allegiance to external donors and local beneficiaries will exist and there is the tendency to lend credence to the perception that CSOs tied to external donors have less autonomy and their accountability is indeterminable - "CSOs are tied to the hands that feed them". The lure of funds linked to donors that have agendas that are pro or anti-government is a challenge. Many of the funds received by local institutions are channeled through proxy organizations that receive substantial funding through government agencies and multilateral organizations. External donors may target pro-government groups at some point and when there is a policy shift because of disagreement with the government these donors revert to "anti-government" organizations. Organizations are in a quagmire when they have to change their posture to meet changing donor posture.

¹⁴ Egli, W. & Zürcher, D. (2007).

¹⁵ Frivillignorge, (2012).

Human Resource Challenges

CSOs are challenged through human resource constraints to deal with leadership, recruiting and retaining talent, and managing and developing people that help them meet the demands of an ever-changing policy environment. Short-term earmarked funding leaves CSOs vulnerable as professionals are caught waiting for the next project that may just never come. The “brain drain and strain” associated with CSOs is a major challenge to effective analysis and impact on key policy matters. The burden of fewer professionals and a cadre of trainees who get trained and leaves for greener pastures is a great barrier to CSOs’ productivity. Economic downturns in donor countries do not help as reduction in funding by key donors leave many CSOs competing for small packets of funds¹⁶.

Sustainability

Achieving sustainability for projects and programs that stakeholders’ especially local people take and own is a challenge. To gain the trust of communities within which they work, sustained engagement is useful. Besides, as CSOs move from radical approaches that promote sit-ins, strikes and constant confrontation with government, the onus is on them to build creditable and professional organizations that constantly engage and are capable of sustained engagement with communities, donors and the government¹⁷. Lack of sustained engagement undermines CSOs’ effectiveness overtime. There is the propensity for CSOs to move from one project area to another without building long-term relationships with beneficiaries of their programs.

Transparency, Accountability and Ethics

The demands for transparency, accountability and ethical standards should not only be ascribed to public agencies and corporate entities, but should also serve as defining principles for the operation of all entities in a functional democracy. Inculcating values of transparency, accountability and ethical standards is a major challenge for CSOs¹⁸. Moreover, there is the question that resonates today “to whom are CSOs/NGOs accountable - to the public or donor agencies? Accountability should encompass both financial and administrative information and records. But the fundamental question remains should CSOs only demonstrate fiscal and

¹⁶ Jeong, Ho-Won, (2000).

¹⁷ Jones, Nicola, & Tembo, Fletcher. (2008)

¹⁸ Kajornboon, Annabel Bhamani. (2005)

administrative accountability to their donors? What about the people (beneficiaries) whose concerns were used as a problem that needed to be addressed?

Decentralization

According to ¹⁹the challenges that CSOs with limited financial capacity face in opening offices at the sub-national level is Herculean, but the benefits in terms of reach and impact on policies and governance once this done can be awesome. The ownership of activities conducted by CSOs at the sub-national level is critical in pursuance of a national strategy for decentralization of political and fiscal affairs. For CSOs to impact policies specifically tied to poverty reduction strategy and the “popular” County Development Fund, then CSOs must also decentralize so that they understand the issue and cultivate advocates at the grassroots level who can address local policy matters.

2.4 The solutions to the challenges facing CSOs in their contribution to democratic process

The challenges and issues that face CSOs are manifold; we have addressed some in this paper and are well aware that CSOs practitioners’ faithful to the cause can enumerate several challenges and issues that keep CSOs complacent and ineffective. While we have elaborated on the challenges and issues it is equally important that we proffer some ideas on how these issues can be mitigated.

Minimizing dependency on donors

The challenges that come with financial reliance on donor are difficult to mitigate but it is not impossible for CSOs to minimize their dependence on donor such that they can preserve their independence when required. CSOs independence rest on the effectiveness of their internal governance structures and the methodology used to implement their projects. Sound governance structures are a sine quo non to a healthy CSO and a healthy CSO should have the ability to attract resources that are untied to conditionality’s. CSOs can also mitigate the reliance on donor by amalgamate their strength and pursuing shared vision and objectives ²⁰

¹⁹ Jeong, Ho-Won. (2000),

²⁰ Zarni, Maung, & Oo, May. (2004).

Transparency and objectivity in recruitment

An effective CSO is just as good as the staff it has. An attractive CSO that people want to work for is clearly articulated in the quality of work. CSO quality of work attracts funding and funding is linked to attraction and retention of professionals. Here are some points that should help to mitigate the human resource challenges faced by CSOs. CSOs should seek to pursue a path of transparency and objectivity in recruitment this should stem the practice of CSOs leaders employing relations and friends. CSOs must sell themselves in the market place so that young graduates from the universities see them as initial point of entry in building a career.

Open branch offices in local government areas

Decentralization of program activities comes with a cost. The impact of being closer to the beneficiaries can be amazing as it builds confidence and allows the CSO to deal with challenges nationally while understanding the temperature of the various stakeholders. Decentralization is also linked to sustainability. Some of the work national CSOs do can be sustained if they diversified their activities and open branch offices in local government areas. Sustainability is critical to the success of programs that are meant to transform the lives of people with long-term impact.

CSOs must commit themselves to openness

CSOs must commit themselves to openness as they require of government and other organizations. Strong internal measures and procedures expressed through clearly defined instruments such as Code of conduct, personnel manuals, procurement manuals, accounting manual and other articulated internal policy documents can assist an organization function effectively. Effective CSOs must subscribe to an internal system that enhances confidence amongst staff. This is manifest when there is transparency and equity in the utilization of organizational resources²¹.

²¹ Zarni, Maung, 2013).

Share same interests as their collaborators

Collaboration for effective CS engagement with the government and communities can take many forms. CSOs can collaborate through coalitions, advisory committees, commissions, consortia and alliances, networks and task forces. Whatever the form of collaboration, CSOs coalesce to impact government policy formulation and implementation. In collaboration, CSO can achieve more widespread reach within a community than any single organization could attain. It is important that coalitions are not just formed because of the numbers and signatures that would sign petitions.

Research Gap

The research on the role of CSOs in democratic process, which is still very limited, and if increased could enhance their interventions, effectiveness, policy impact, credibility with official parties even dialogue among themselves. This point raises another dimension of the challenges which is the deficit in the cross relation between CSOs and academics, through which more research activity can be fostered in the region. However, this should also take into consideration the very limited experience of think tanks, and the possibilities for issue oriented CSOs and CSO to be incubators of such think tank experiences²². Civil and political actors, academia and think tanks exert efforts to understand the phenomena and to help in developing its concept. However, most of them focus on the quantitative aspect rather than further elaborating on the qualitative one.

It is also important to enhance the advocacy role of CSO which means that research should be used as advocacy and lobbying materials and equip CSOs to take on this role. Researches should shed the light on the funding processes and policies, by examining and analyzing the impact of donor money and the role of foreign development aid agencies in the progress of the role of CSOs in democracy promotion in Uganda, while most of the focus is on the internal dynamics in the region²³. Networking is the tool for empowerment and fostering advocacy, however, research should have more insight into the networking experiences, although not from a subjective point

²² Kajornboon, Annabel Bhamani. (2005).

²³ (Jones, Nicola, & Tembo, Fletcher. (2008).

of view, but from a constructive and comprehensive perspective. Research efforts should serve in the empowerment of the civic participation in the different phases of the decision making.

CHAPTER THREE

METHODOLOGY

3.0 Introduction

This chapter focuses on how this study was conducted especially relating to data collection, processing and analysis. These included the study design, the study population, sample framework, data collection instruments and methods, validity and reliability of instruments, data processing and analysis procedures, ethical considerations and limitations.

3.1 Research Design

The study adopted a case study design of World Action Civil Society Organisation that had an intensive, descriptive and holistic analysis of a single entity, the bounded case. This approach enabled the researcher understand phenomenon in its entity, therefore qualitative and quantitative method utilized to grasp data on process and reasons for the particular outcomes which was both useful for providing adequate information on the study.

3.2 Research Population

The target population of the study was majority staff members of World Action one of the Civil Society Organizations in Uganda, some from Human rights, government officials among other authorized persons with the knowledge about the topic of study.

3.3 Sample Size

Under this study the sample of 104 were selected out of 141 respondents these were drawn from different departments in the selected areas of study. Therefore 104 employees were used as the sample size for this study.

3.4 Sample Size and selection

In determining the sample size, the following formula was used according to the small sample technique by Slovene's formula. This method was chosen because of its representative nature and its optimality in estimating a single population.

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

$$n = \frac{141}{1 + 141(0.05)^2}$$

$$n = \frac{141}{1 + 141 * 0.0025}$$

$$n = \frac{141}{1 + 0.3525} = 104.25 \cong 104 \text{ respondents}$$

Where n = minimum sample size

N = target population

e = level of significance (0.05)

3.5 Sampling Procedure

After deciding on the sample size, the researcher formulated a procedure of selecting the subject to be included in the sample. The goal of probability sampling was to select a reasonable number of subjects, objects or cases that represented the target population. This provided the researcher with accurate information about groups that were too large to study in their entity. It provided the researcher with an efficient system of capturing in a small group, the variations or heterogeneity that existed in the target population. The researcher used judgmental sampling, customer sampling and multi- stage sampling techniques.

Purposive-judgmental sampling: Under this sampling technique, the respondents were sampled basing on the general knowledge, the elements; the researcher also administered a designed questionnaire to the sampled population to test the validity of research questions designed.

3.6 Data validity and reliability of instruments

Validity and reliability were secured by pre-testing the research instruments before setting out to the field to ascertain whether they actually provided answers to the research variables and questions. Secondly, the researcher double checked both in the field and out of the field in order

to do away with omissions and errors. Reliability was achieved by using triangulation and a representative sample size for final findings drawing.

For purposes of analyses and determining the accuracy and consistence of the instrument, questionnaires was pre-tested at the university with the help of experts from the department concerned, most especially the researcher's supervisor.

Data that was collected from the key informants using an interview schedule and self-administered questionnaires acted as a quality check. Thereafter, the researcher proceeded to administer the instrument to the respective respondents in the area of study.

After designing of the questionnaire, the researcher contacted the supervisor and two other experts. To establish the validity, the researcher used expert judgment method that was suggested by²⁴.

3.7 Data gathering Procedures

Data collection refers to the gathering of information to serve or prove some facts. The researcher had a clear vision of the instruments used, by the respondents and the selected area. The procedures used to collect data were influenced by the research instruments used. For example, Questionnaires, interviewing, sampling, reviewing the related literature and data analysis. Data was collected using the following techniques;

3.7.1 The questionnaire

The semi structured questionnaire were the main instrument of the study that was administered to the members of the government officials, World Action official and Human rights officials. The questionnaires were designed according so as to explore key variables of the study. The researcher prefers to use this method because of its ability to solicit information from several respondents within a short time as supported by²⁵. The respondents were given time to consult records for sensitive questions and truthfully answers²⁶.

²⁴ Gay (1996).

²⁵ Gupta (1999).

²⁶ Proctor (1997).

3.7.2 Review of relevant documents

A number of documents relevant to the role of civil society organisation in the democratic process in Uganda were reviewed and also surfing on the net was relevant to get the required literature. The other methods to get the required literature included library research, published and unpublished literature, statutes, official reports and other policy documents and position papers.

3.7.3 Structured interviews

Interviews were administered to the CSO Executives and management officials concerning the research topic. Structured interviews were designed in such a way that more specific and truthfully answers relating to the topic were got. Interviews were preferred according to²⁷ interviews give an opportunity to probe detailed information on an issue.

3.8 Data Analysis

A data analysis is the process of bringing order, structure and meaning to the mass of information collected. Quantitative data analysis sought to make general statements on how categories or themes of data were related. The data was in form of texts and materials which described occurrences. The researcher then established a relationship among these categories. Generating themes and categories was done using codes, which were assigned manually or by use of computer software known as SPSS. Data was analyzed so as to give a clear presentation of the various responses and the significance of each response depending on the magnitude of the corresponding number and frequency percentage of total responses and conclusions was drawn on the basis of those frequencies.

3.9 Ethical Considerations

While collecting data the researcher sought consent from the respondent and observes confidentiality of research/information that was collected. From the commencement of the study,

²⁷ Amin (2003)

the researcher made it clear to the respondents that the research was for academic purposes and the information got was not to be revealed to anybody else but be kept confidentially.

An attempt was made to handle the information given by the respondents strictly, confidentially and guarding the privacy which was one of the primary responsibilities of the research. The study did not ask the identity of the respondents and also endeavored to ask permission from respondents to answering the questionnaires. The researcher avoided deception in the process of research and was honest and trustworthy about aims and or goals and procedures of the study.

3.10 Limitations of the study

In conducting the research the researcher faced with a number of methodological and practical impediments as highlighted below;

Some respondents were not willing to avail the researcher with the required information due to negative attitudes, suspiciousness and speculations. In this case the researcher highlighted the importance of the study and also created awareness with the help of top level management staff.

There were instances of respondents withholding information. However, to overcome these problems, the researcher explained to participating respondents the importance and aims of the study and ensured confidentiality and mobilizes money to meet all the expenses that were involved in the due process of conducting all research activities.

CHAPTER FOUR

PRESENTATION, ANALYSIS AND INTERPRETATION OF RESULTS

4.1 Introduction

This chapter presents the facts, which the research discovered. The findings were presented in line with the objectives of the study where by the raw data in form of questionnaires was edited and interpreted which ensured uniformity, legibility and consistency. The data-filled questionnaires were copied and analyzed by tallying and tabling in frequency polygons while identifying how often certain responses occurred and later evaluation was done. The information was then recorded in terms of percentages. Also, interview results were coded on frequency tables which were calculated in terms of percentages and presented in this study as illustrated below.

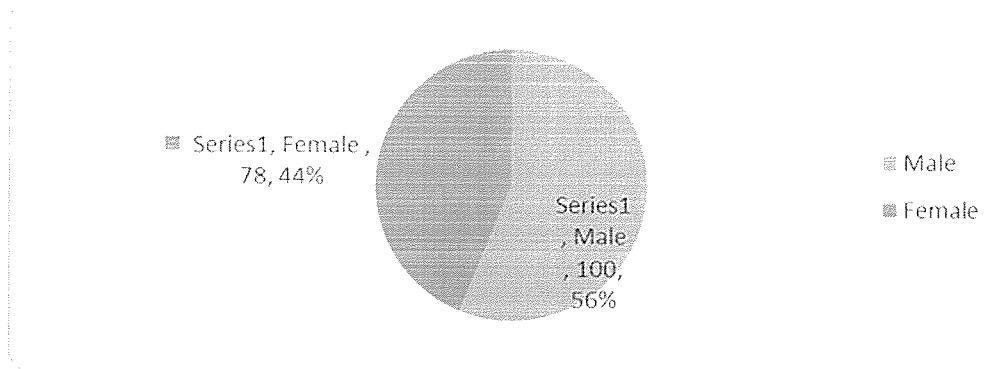
4.2 Background Characteristics of the respondents

The Background information of the respondents was important because they comprised of both sexes but of different marital statuses and age groups from various settings. This was intended in order to get a variety of views and unbiased responses which made the study a reality. The respondents were divided into the administrative and general staff groups of respondents in Somalia. The findings are shown in the figures below;

PART A: DEMOGRAPHIC CHARACTERISTICS

In this section the demographic characteristics of the respondents was presented which included males and females

Figure 1: Classification of respondents by gender



Source: Primary data (2018)

According to figure 1 above; it was found out that majority of the respondents represented by 56% were male respondents whereas 44% of the respondents were found to be females implying that World Action Uganda was more occupied by males compared to females, also to other departments was that males pick more interest in the study compared to female respondents.

Table 1: Classification of respondents by age

In this section the ages of respondents was represented

Table 1: Classification of respondents by age

Responses	Frequency	Percentage
Below 18	3	2.8
19-25	11	10.5
26-40	60	57.6
Above 40 years	30	28.8
Total	104	100

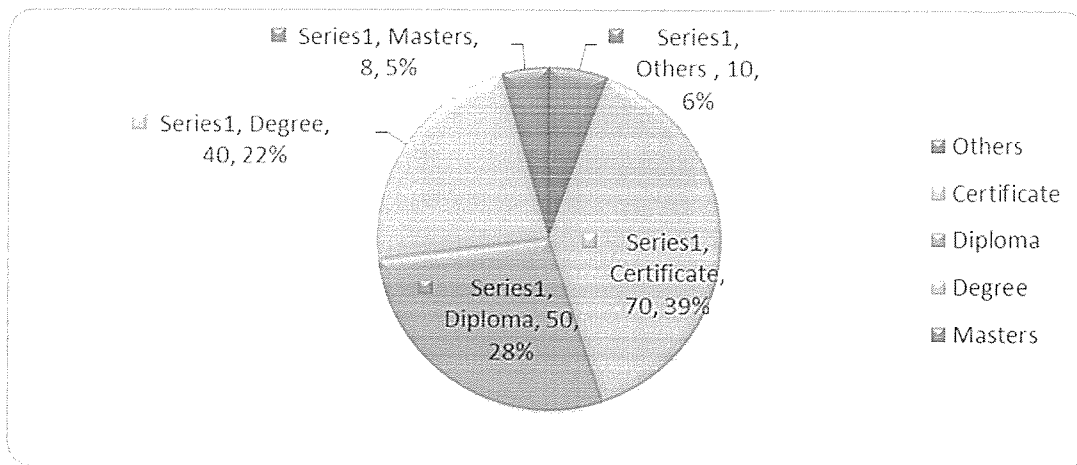
Source: Primary data (2018)

An assessment of the respondents by age was as follows; the biggest percentage represented by 57.6% revealed that they were 26-40 years whereas 28.8% of the respondents said they were above 40 years and above, also 10.5% of the respondents ranged between 19-25 years and lastly 2.8% of the respondents revealed that they were 18 years and below implying that majority being mature enough they understand the role of the civil society in the democratic processes.

Respondent's qualification

In this section the respondent's qualification was presented and it included certificate, diploma, degree, masters and others

Figure 2: Respondent's qualification



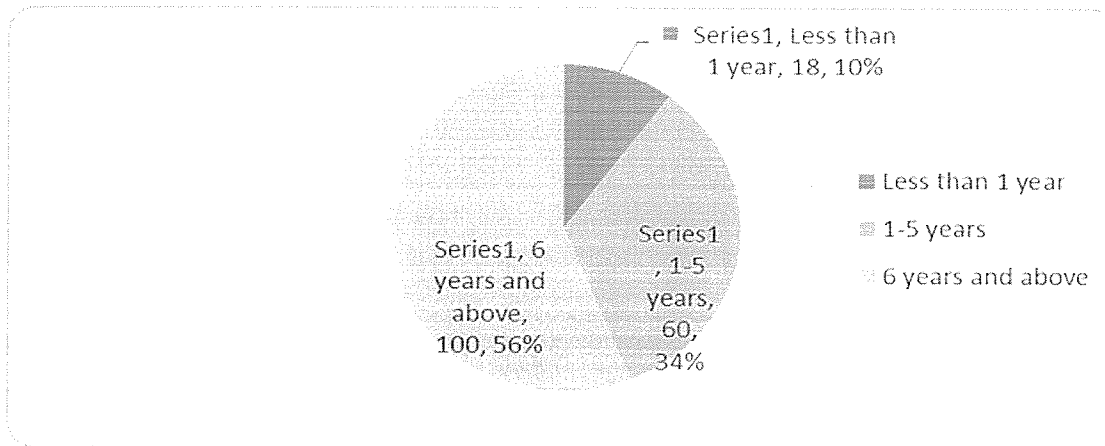
Source: Primary data (2018)

From the filled questionnaires, it was found out that the biggest percentage of the respondents represented by 39% were qualified with their certificates whereas 28% of the respondents were found with Diplomas in different fields, 22% of the respondents had Degrees in different fields, last but not the least 5% of the respondents had Masters degrees and lastly 6% of the respondents has skills and experience in other fields as showed in figure 2 above.

Period of stay of respondents World Action Uganda

In this section respondent's period of stay at World Action Uganda was presented and it included less than 1 year, 1-5 years and 6 years and above.

Figure 3; Period of stay of respondents at World Action Uganda



Source: Primary data (2018)

According to figure 3 above, it was found out that the biggest percentage of the respondents represented by 56% were found to have stayed at World Action Uganda for a period of 6 years and above whereas 34% of the respondents has stayed at World Action Uganda between 1-5 years and lastly 10% of the respondents said they had stayed at World Action Uganda.

The Challenges facing CSOs in their contribution to the democratic process of Uganda

Table 3: the Challenges facing CSOs in their contribution to the democratic process of Uganda

Responses	Frequency	Percentage
Inexperience in organizational work	05	4.8
Lack of collective and collaborative efforts	09	8.6
Opposition & criticism from government	60	57.6
Lack of support from public	30	28.8
Total	104	100

Source: Primary data (2018)

Numerous responses were put forward when respondents were asked of the Challenges facing CSOs in their contribution to the democratic process of Uganda their responses were as follows; majority represented by 57.6% revealed that opposition & criticism from government and these were followed by 28.8% of respondents who said lack of support from public whereas 4.8% of respondents revealed that Inexperience in organizational work and lastly 8.6% said lack of collective and collaborative efforts.

THE POSSIBLE SOLUTIONS TO THE CHALLENGES FACING CSOS IN THEIR CONTRIBUTION TO DEMOCRATIC PROCESS IN UGANDA

Table 4; Awareness of the possible solutions to the challenges facing CSOs in their contribution to democratic process in Uganda

Responses	Frequency	Percentage
Yes	80	76.9
No	14	13.4
Not sure	10	9.6
Total	104	100

Source: Primary data (2018)

According to table 4 above, the biggest percentage of the respondents represented by 76.9% said they were aware of the possible solutions to the challenges facing CSOs in their contribution to

democratic process in Uganda whereas 13.4% of the respondents said they did not know the of the possible solutions to the challenges facing CSOs in their contribution to democratic process in Uganda and lastly surprisingly 9.6% of the respondents said they were not sure of the possible solutions to the challenges facing CSOs in their contribution to democratic process in Uganda.

POSSIBLE SOLUTIONS TO THE CHALLENGES FACING CSOS IN THEIR CONTRIBUTION TO DEMOCRATIC PROCESS IN UGANDA

Table 5; possible solutions to the challenges facing CSOs in their contribution to democratic process in Uganda

Responses	Frequency	Percentage
Vocational trainings and schoolings	06	5.7
Strict and clear guidelines to financial assistance	03	2.8
Political participation by citizen	40	38.4
Coordination and collaborative forces	55	52.8
Total	104	100

Source; primary data (2018)

From table 5 above, majority of the respondents represented by 52.8% revealed that coordination and collaborative forces should be emphasized there were followed by 38.4% of the respondents who said that political participation by citizen should be put in place 5.7% revealed that Vocational trainings and schoolings and lastly 2.8% said Strict and clear guidelines to financial assistance.

CHAPTER FIVE

SUMMARY OF FINDINGS, DISCUSSIONS, CONCLUSIONS AND RECOMMENDATIONS

1.5 Introduction

This chapter mainly dealt with summary, conclusions and recommendations related to the role of civil society and their contribution in the democratic process in Uganda. The focus was on the contribution of CSOs in the democratic process in Uganda, the Challenges facing CSOs in their contribution to the democratic process in Uganda as a state and the possible solutions to the challenges facing CSOs in their contribution to democratic process in Uganda.

5.2 Summary and Discussions of the findings

The summary of the findings were presented in accordance with the research objectives of the study.

Findings revealed that majority of the respondents were male respondents by females implying that World Action Uganda was more occupied by males compared to females, also to other departments was that males pick more interest in the study compared to female respondents.

Findings also revealed that the biggest percentage were 26-40 years by respondents above 40 years and above, also followed by respondents ranged between 19-25 years and lastly were respondents revealed that they were 18 years and below implying that majority being mature enough they understand the role of the civil society in the democratic processes.

Further findings revealed that the biggest percentage of the respondents were qualified with their certificates followed with Diplomas in different fields, followed with Degrees in different fields, and there were respondents who had Masters degrees and lastly were respondents who had skills and experience in other fields.

In addition, respondents were found to have stayed at World Action Uganda for a period of 6 years followed by respondents who had stayed at World Action Uganda between 1-5 years and lastly were respondents said they had stayed at World Action Uganda.

From the findings majority of the respondents revealed that they were Non- governmental organizations whereas these were followed by respondents, who said they were faith-based religious organizations and other respondents said they were political organisations, not forgetting were respondents said Media organizations last but not the least were Student's organizations and lastly respondents said Professional and intellect forces.

Also the biggest percentage of the respondents revealed that their role was to condemn against oppression followed by respondent who revealed that their role was to create awareness among the public on as far as their rights were concerned and respondents revealed that they represented the masses/public of various issues and lastly were respondents said they gave financial support and facilitations on programs like public addresses.

From the findings also majority represented revealed that opposition & criticism from government followed by respondents who said lack of support from public whereas other respondents revealed that inexperience in organizational work and others said lack of collective and collaborative efforts.

Lastly on the findings majority of the respondents revealed that coordination and collaborative forces should be emphasized there were followed by respondents who said that political participation by citizen should be put in place and other respondents revealed that Vocational trainings and schoolings and lastly were respondents who said strict and clear guidelines to financial assistance.

5.3 Conclusion

A comparative analysis through different historical perspective is also made to illuminate patterns of changes CS actors underwent in pursuing their goals and objectives. The study finds that throughout history, there had been significant contribution of CS in democratization process from bottom-up, but lack of freedom and military's unwillingness to change the system has crippled CS to remain as merely social and humanitarian caretakers with most of them totally ceasing their activities, rather than being active in pursuing their real visions. With the initiative of CS, a number of mass protests against dictatorship had been organized, however all such

movements had been crashed by the military and as a result, thousands of leading figures were arrested and put in jail.

5.4 Recommendations

Help should be established to promoting political participation by citizen is another area CS can contribute. That is to say that CS organizes training and workshops where participants learn for example how to solve conflicts in democratic ways and what is tolerance means in the context of democratic perspective and so on.

SCOs should re-organizing themselves to be more coordinated and collaborative forces that could have significant impact on government decision-making process. However they clearly lack coordinated effort or strategy with fragmented in goals and operations with each pursuing their own interest without taking proper consultation or communication with others.

There should be a call for nationwide SC conference where representative could come up with a more coordinated platform with proper strategy to further agendas more to do with national level rather than small scale ethnic line or communal line impact. Such initiative can create a mechanism, which could potentially empower SCOs across the country through technical guides related to rules and organizational skills.

As important financial donor, international community can help change SC inside the country by giving strict and clear guidelines to financial assistance. Such guidelines can be that organizations seek financial assistance promote not only democracy but also pluralism and tolerance that come with democracy.

And there should CS actors with ambitious goals and strong will to democratization and peace, however structurally weak and incapable of organizing well. Such organizations need supports in every means through clear guidelines that special attention should be given to them. Because they are incapable of advertising their agendas to the world or online market as these organizations are often led by people based in rural area.

They should be strengthened and financed so that impact generated by CS actors inside Uganda is equally distributed and balanced.

Finally, CS is not simply in tension or opposition with the state. Being independent from the state doesn't mean that CSOs are always to attack the government. Rather the role of CS is to be part of change agents in nation building by acting as examples abide by democratic principles and a supplementary to state's implementation of what the people desire. In doing so, CSO in Uganda contribute very positive role in promoting democracy, good governance and peace/national reconciliation.

CS's focus should be more vocational trainings and schoolings directly beneficial the current development process so that people in the country get necessary skills and know-how that could contribute meaningful economic and social development, which would further promote democracy and good governance. This could potentially enhance employment and thereby could lead to economic growth and more democracy. More economic growth means more income that would reduce corruptions currently prevalent across the country. Peace and national reconciliation is also based on people's perception and knowledge of the country diverse ethnic and culture realities.

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APPENDICES:

APPENDIX I

QUESTIONNAIRE TO THE RESPONDENTS AT WORLD ACTION UGANDA

My name is Rwahama Richard student of Kampala International University am carrying out a study about “the role of civil society organisation in the democratic process in Uganda: a case study of world action”. You have been selected as one of my key respondents in this study because I strongly believe you have the necessary information required for the study. I request you to spare some time and fill this questionnaire. This information obtained will be treated with most confidentiality.

Part 1: Respondent background (tick where appropriate (i, ii, iii, iv v))

1. Gender of respondents

- i. Male
- ii. Female

2 Age of respondents

- i. 20-29
- ii. 30-39
- iii. 40-49
- iv. 50-59
- v. 60-above

3. Education Background of respondents

- i. Certificate
- ii. Diploma
- iii. Degree
- iv. Masters

4. Marital status of respondents

- i. Married
- ii. Single
- iii. Widow
- iv. Divorced

5. For how long have you worked with World Action Uganda

- i. less than 1 year
- ii 1-5 years
- iii 6 years and above

6. Are you awareness of the contribution of CSOs in the democratic process in Uganda

- i. Yes
- ii No
- iii Not sure

7. What are contributions of civil society organization to the democratic process of Uganda

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8. What are the different types of civil society organizations in Uganda?

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9. Are you aware of the Challenges facing CSOs in their contribution to the democratic process of Uganda

- i. Yes
- ii No
- iii Not sure

10 What are the Challenges facing CSOs in their contribution to the democratic process of Uganda?

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11. Are you awareness of the possible solutions to the challenges facing CSOs in their contribution to democratic process in Uganda?

i. Yes

ii No

iii Not sure

12. What are the possible solutions to the challenges facing CSOs in their contribution to democratic process in Uganda?

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Thanks you very much for your cooperation

INTERVIEW GUIDE

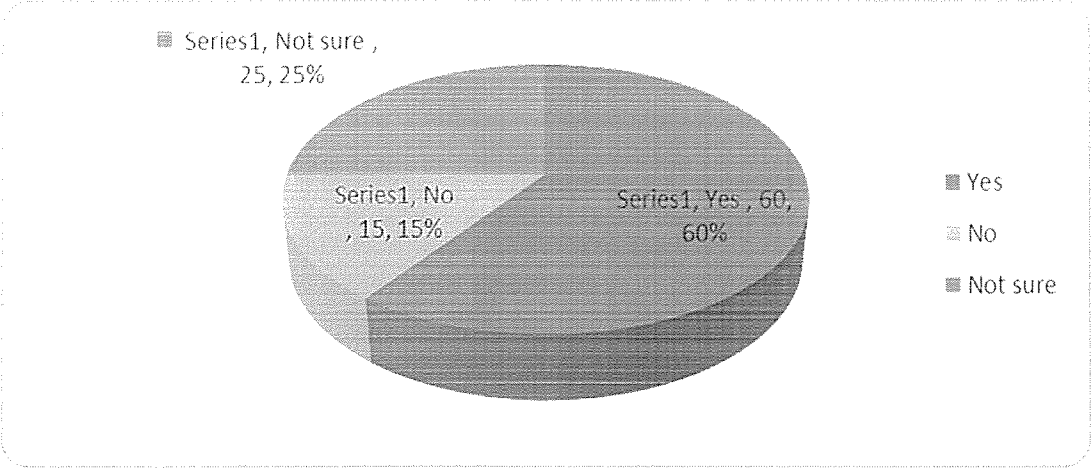
My name is **Rwahama Richard** student of Kampala International University am carrying out a study about “the role of civil society organisation in the democratic process in Uganda: a case study of world action”. You have been selected as one of my key respondents in this study because I strongly believe you have the necessary information required for the study. I request you to spare some time and answer this questionnaire. This information obtained will be treated with most confidentiality.

1. Gender for respondents
- 2 Age of respondents
3. Education Background of the respondents
4. Marital status of the respondents
5. What the contribution of CSOs in the democratic process in Uganda?
6. What are the Challenges facing CSOs in their contribution to the democratic process of Uganda as a state?
7. What are the possible solutions to the challenges facing CSOs in their contribution to democratic process in Uganda?

Thank you very much for your cooperation

THE CONTRIBUTION OF CSOs IN THE DEMOCRATIC PROCESS IN UGANDA

Figure 4; Awareness of the contribution of CSOs in the democratic process in Uganda



Source: Primary data (2018)

From figure 4 above, it was found out that the biggest percentage of the respondents represented by 60% revealed that they were aware of the contribution of CSOs in the democratic process in Uganda whereas 25% of the respondents revealed that they were not sure of the contribution of CSOs in the democratic process in Uganda and lastly surprisingly 15% of the respondents said they did not know the contribution of CSOs in the democratic process in Uganda.

The types of civil society organizations

Table 2: The types of civil society organizations

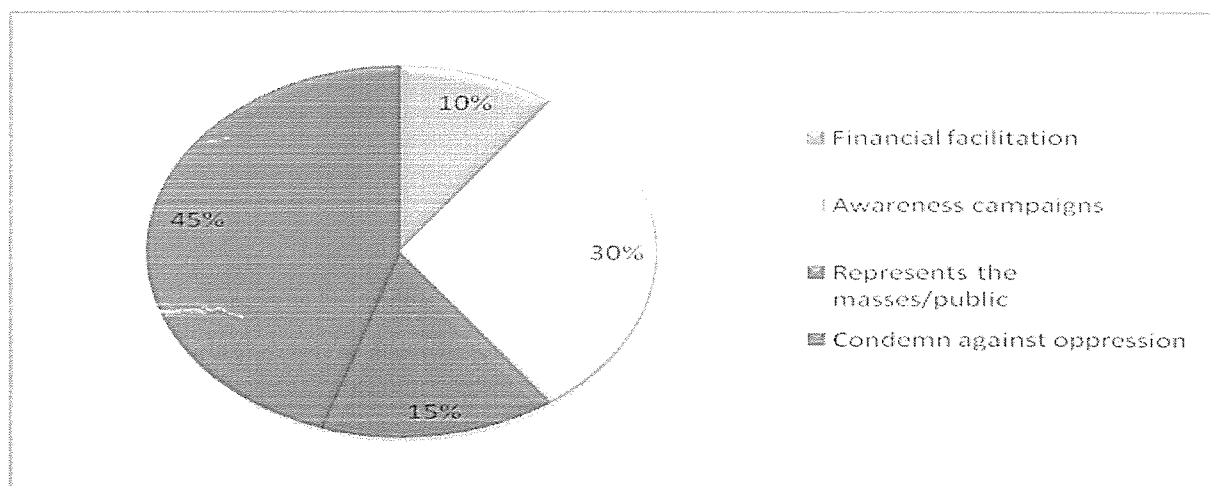
Responses	Frequency	Percentage
Non- governmental organizations	28	26.9
Faith-based or religious organizations	23	22.2
Political organizations	20	19.3
Media organizations	15	14.5
Student's organizations	10	9.6
Professional and intellect forces	8	7.6
Total	104	100

Source: Primary data (2018)

An assessment of the types of the civil society organizations was as follows; majority of the respondents represented by 26.9% revealed that they were Non- governmental organizations whereas these were followed by 22.2% of respondents who said they were faith-based religious organizations and 19.3% of respondents said they were political organisations, 14.5% of the respondents said Media organizations last but not the least 9.6% said Student's organizations and lastly 7.6% of respondents said Professional and intellect forces.

Contribution of civil society organization to the democratic process

Figure 4; Contribution of civil society organization to the democratic process

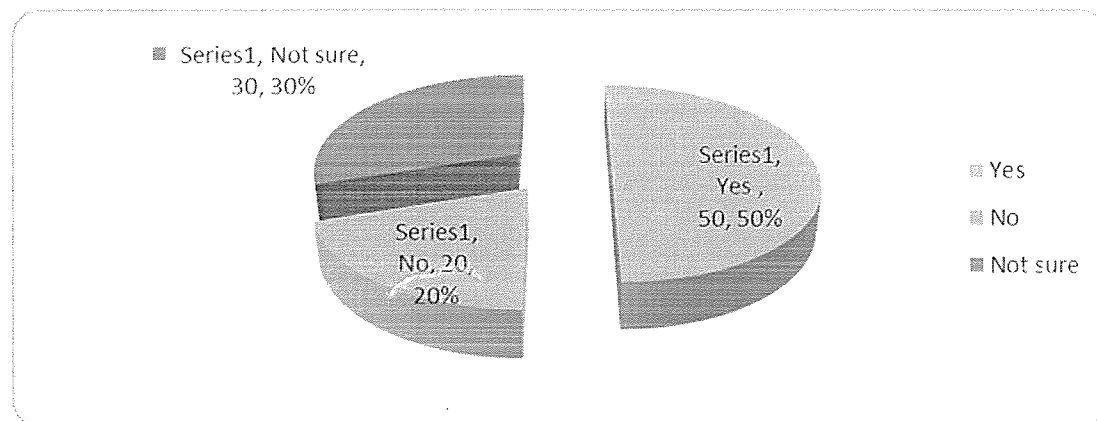


Source: Primary data (2018)

From the previously figure above, the biggest percentage of the respondents represented by 45% revealed that their role was to condemn against oppression whereas 30% of the respondent said their role was to create awareness among the public on as far as their rights were concerned and 15% of respondents revealed that they represented the masses/public of various issues and lastly 10% of respondents said they gave financial support and facilitations on programs like public addresses.

THE CHALLENGES FACING CSOS IN THEIR CONTRIBUTION TO THE DEMOCRATIC PROCESS OF UGANDA

Figure 5; Awareness of the Challenges facing CSOs in their contribution to the democratic process of Uganda



Source: Primary data

The biggest percentage of the respondents represented by 50% revealed yes that they were aware of the Challenges facing CSOs in their contribution to the democratic process of Uganda whereas 30% of the respondents were found not sure about the Challenges facing CSOs in their contribution to the democratic process of Uganda surprisingly 20% said they did not know the Challenges facing CSOs in their contribution to the democratic process of Uganda as shown in figure 7 above.