

**DECENTRALISATION AND SERVICE DELIVERY IN THE WATER  
SECTOR IN BUKWO SUB-COUNTY BUKWO DISTRICT UGANDA**

**BY**

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## DECLARATION

I **Violet Cheptengan** declare that this is my original work; it has never been submitted to any institution for any academic award of a degree.

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## APPROVAL

This is to certify that the research dissertation submitted with my approval as the University Examination Supervisor.

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Date.....

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## **DEDICATION**

This work is dedicated to my kind parents Mr. Barteka Joseph and Mrs. Divina Barteka who tirelessly and generously supported me throughout the study.

I also dedicate this work to my supervisor Dr. Ogwel Benard Patrick who gave me academic skill as well as correcting this work. His time, energy and support were of paramount pertinence and cannot be done away with.

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## LIST OF ABBREVIATIONS

ADA.....	Austrian Development Agency
ADB.....	African Development Bank
DANIDA.....	Danish International Development Agency
IMF.....	International Monetary Fund
NDP.....	National Development Program
NGOs.....	Non-Governmental Organizations
PAF.....	Poverty Action Fund
PEAP.....	Poverty Eradication Action Plan
S/C.....	Sub County
UN.....	United Nations
WB.....	World Bank
JMP.....	Joint Monitoring Program.
EU.....	European Union
NWSC.....	National Water Sewerage Corporation
MWE.....	Ministry of Water and Environment.
UNICEF.....	United Nations International Children's Fund
EHD.....	Environmental Health Division.
WRM.....	Water Resource Management
CBOs.....	Community Based Organizations
WSS.....	Water Supply and Sanitation
OM.....	Operation and Maintenance
WS.....	Water Sector

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## ABSTRACT

The research study title, “Decentralization and service delivery in water sector”, was conducted to examine the relationship between decentralization policy and service delivery in the water sector in Bukwo Sub-county, Bukwo District under the objectives being; to establish how decentralization policy has impacted on the service delivery in the water sector, the challenges facing water sector in a decentralized setting and possible solutions to decentralization policy in trying to effectively implement its activities in the service delivery of water sector in Bukwo Sub-county, Bukwo District. This study was intended to capture information from respondents of sample Size forty through the use of purposive sampling where the researcher only targeted those who had data about decentralization policy, however, thirty six of them turned up for interview while four district water officials were unable to participate. Besides, information was also obtained through the use of questionnaires that were given to the local leaders, civil servants at the local government and the local community. From the research findings it was found out that the major impact of decentralization on the water sector was the promotion of people’s participation in the affairs water services within their localities which has promoted easy mobilization of resources from people and sustainability of water projects and with worse areas as improving standards of living and promotion of local skills among local people. Furthermore the research study findings concluded that, the major challenges facing decentralized provision of water services were found to be corruption within the sector, limited funding and inadequate qualified personnel at local levels. Other challenges were limited community participation in terms resource mobilization and maintenance of water projects and poverty which limits the ability of people to afford piped water. Finally according to study findings, the researcher recommend the need for active involvement of the local community through active participation in community works such as cleaning of water sources and also fight against corruption at all levels of water service management through setting strict bye-laws to those found corrupting the funds and resources meant to facilitate the programs of water sector, increase in funding through increasing the budgetary of water sector and increased lobbying for the sector , monitoring and participation of the local community in decision making as a way to effective realize the positive progress in the water sector.

## **CHAPTER ONE**

### **INTRODUCTION**

#### **1.0.Introduction**

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

#### **1.1. Background of the study**

The background of this study is divided in to four parts; historical perspective, theoretical perspective, conceptual perspective, and contextual perspective.

##### **1.1.2. Historical Perspective**

Decentralization is an initiative in which administration and political power is broken down or distributed from the central government to the grass root levels. It is a bottom up driven participation of people in their own governance (Villadsen and Lubanga 1996).

In Uganda, three main phases of decentralization can be cited; from 1955 to 1964, there was a strong local administrative system with a loose central government, from 1964 to 1985 there was heavy recentralization of power with severe weakening of local authorities but from 1987 to date, there has been a significant devolution of power to the local level. It is evident therefore that at independence in 1962, Uganda inherited a system characterized by sub centers of power inform of kingdoms and local governments. Following the political crisis of 1966, the 1962 constitution was suspended and replaced by the 1967 republican constitution which abolished kingdoms and introduced a highly centralized power base that exercised power over the local government institutions. (Mugisha, Rwaboogo (1994), Uganda District Information Handbook, Kampala, Fountain Publishers.

Following an armed struggle against dictatorship and misuse of centralized power in a few hands, the National Resistance Movement/ Army led by the president of Uganda captured power in 1986 and embarked on decentralization of power. The 1995 Constitution of the Republic of Uganda endorsed the concept of decentralization as a principle of democratic governance and improved service delivery by empowering local governments. (Apollo, Nsibambi (1998), Decentralization and Civil Society in Uganda, Kampala, Fountain Publishers).

The 1995 Constitution of the Republic of Uganda instructs the Government of Uganda to undertake all possible measures to promote a good management system of water supply at all levels; it also defines clean water as one of its objectives of ensuring safe drinking water. (The Constitution of the Republic of Uganda, 1995).

The decentralization of services as well as the need for the local governments to operate and maintain water services in liaison with the Ministry of water and Environment is paramount (Local Government Act of 1997).

The National Water policy (NWP) which was adopted in 1999 promotes the principle of integrated water resources management, it also recognizes the economic importance of water and encourages participation of all stakeholders in all stages of water supply and sanitation and confirms the right of all Ugandans to safe water. However, in small Ugandan towns, water and sanitation facilities are owned and managed by local governments supported by the Directorate of Water and Development, the Ministry of Water and Environment and the Ministry of Local Government. Water supply and sanitation are recognized as key elements of Poverty Eradication Action Plan (PEAP), Uganda's strategy for poverty eradication. (The Water Supply Atlas 2010, Ministry of Water and Environment).

The government of Uganda signed up to the Millennium Development Goals and according to the Ministry of Water and Environment, the government is committed to the implementation of the recently launched National Development Program (NDP), 2010/2011 to 2014/15 among others, the seventh pillar aims at reducing by half the percentage of the population without access to clean water by 2015. (The National Households Survey 2009/2010, Uganda National Bureau of Statistics)

From 1999 to 2000 the Ministry of Water and Environment collected information and published its first Water Atlas which was launched in 2004. The National Water Atlas is expected to guide District Local Governments and the Ministry of Water and Environment in strategic planning and resource allocation in water service delivery. The ministry also physically visited each water source in Uganda in 2009 to establish its geographical location, operational status and management structure, this exercise was successfully completed early this year(2011) covering all the existing districts local government where there has been heavy funding of the water and

sanitation sector in Uganda for instance according to the Ministry of Water and Environment the total budget of the sector was one hundred and forty nine billion shillings as of the fiscal year 2006/2007 together with foreign donation yet there is still a severe shortage of water in some parts of Uganda including Bukwo district in particular.(Uganda Vision 2025, a Strategic Framework for National Development, Ministry of Finance, planning and Economic Development).

### **1.1.3. Theoretical Perceptive**

In theory, decentralized water services should improve governments' ability to treat water as an economic good and assess user charges that will create incentives for efficient water use as well as finance improved service delivery. Lower level governments, closer to the beneficiary population, have an informational advantage in identifying citizens' preferences as well as the flexibility to respond to local conditions. As local governments act on this information to improve quality, reliability, and variety of services, consumers will be willing to pay more for services. These increased user charges can, in turn, be used to finance expansion, improvement, and maintenance of the existing network.

Evidence from new decentralized approaches confirms that users are willing to pay for water services that are tailored to their needs. A 1993 World Bank study found this to be true across income levels. It showed that even poor rural farmers and households are willing to pay for levels of service above the minimum usually supplied under centralized systems. However, the key to design systems which have the capability as well as the incentive to identify and respond to consumers' demands. (World Bank Report 2008)

### **1.1.4. Conceptual Perspective**

Decentralization according to theoretical definitions presented in the literature, decentralization is generally broken down in to three different parts but related processes such as;

Deconcentration which is the process whereby the central government disperses responsibilities for certain services to regional branch offices without any transfer of authority.

Delegation, which simply refers to a situation in which the central government transfers responsibility for decision making and administration of public functions to local governments.

In this instance, local governments are not fully controlled by central governments but are accountable to them.

Devolution, this happens when the central government transfers authority for decision making, finance and administrative management to quasi-autonomous units of local government. In this case recent literature considers devolution to be purest or at least the most extensive form of decentralization (Stacey White, Government Decentralization in the 21<sup>st</sup> century. December 2011).

Service Delivery, is a common phrase in South Africa used to describe the distribution of basic needs citizens depend on like water, electricity, sanitation infrastructure, land and housing.(Le chen, Janice Dean, Jesper Frant, and Rachana Kumar).

According to Cambridge Business English Dictionary, the term service delivery is the act of providing a service to customers.

#### Water sector

This is sometimes called water and sanitation sector is defined as in the previous Danida evaluations on the Water Sector (WS) as a broad set of institutions, strategies, legislations, programs and activities within the Water Resource Management, Urban and Rural Water Supply and Sanitation as well as hygiene and health promotion related to water and sanitation.(Jesper Steffensen, November 2010)

#### **1.1.5. Contextual perspective**

The study was taken in Bukwo Sub-county, Bukwo district in the far eastern part of Uganda. This study will also be taken in my home region and I have chosen it because it shelter's the less costs since it is my area of residence and so makes it easy for me to get information from home ground people and even saves me in terms of cost. Decentralization and service delivery is still taking its operation in trying to offset the work of the government as far as service delivery is concerned, besides decentralization and service delivery in the water sector is still poor due to



many challenges admits its set objectives such as corruption leading to poor accountability of the water and sanitation sector in Bukwo district.

## **1.2. Statement of the problem.**

Under the National Development Program (NDP) Uganda is committed to ensure that seventy-seven percent of its rural citizens have access to safe water by 2015. On top of this a lot of funding from various sources have been directed towards the water sector for instance, funding from NGOs and CBOs reported investments of US dollars five million in 2006, this water sector according to the UN water donor funding accounted for seventy-five percent of the total sector funding to Uganda by 2000, African Development Bank (ADB), also the poverty Action Fund (PAF) and Poverty Eradication Action Plan (PEAP) and according to the 2000-2015 Rural Water and Sanitation Strategic and Investment Plan, financing for the rural sector will continue to be provided by external donors, the nationals, government and NGOs, the European Union as well donated US dollars nine million among other donors, where the government is committed to set up a gravity water projects worth five billion shillings in Bukwo district (New Vision, 2010). Besides the above, various parts of Bukwo district still suffer from shortage of clean water even in a decentralized setting more so during dry seasons, parts of Bukwo district run short of adequate water supplies thus making people move for long distances approximately three kilometers to the main river every day. Even those who fetch water from the streams have been facing the problem of drinking unsafe water and it is because of this, that 490 patients were hospitalized in Bukwo District Hospital in 2009 alone, 400 patients in January 2010 out of whom ninety people died of water typhoid which is caused by human excreta (Ministry of Health, 2010). Yet the district had received four hundred and seventy-two million shillings from the government for the water sector. Likewise, the existing taps and some protected springs have always long queues of people waiting to fetch water while others are merely there but dry and without water, the local water authorities and the residents have to be made aware of the need to take mitigation measures to end the use of unsafe water from flowing rivers.

## **1.3. Objectives of the study**

### **1.3.1. General objective**

To establish how decentralization policy has impacted on the service delivery in the water sector in Bukwo district.

### **1.3.2. Specific objectives**

- i. To establish the impact of decentralization on service delivery in the water sector in Bukwo Sub-county, Bukwo District.
- ii. To establish the challenges facing water service delivery in a decentralized setting in Bukwo sub-county Bukwo District.
- iii. To establish possible solutions to the challenges facing the water sector service delivery in a decentralized setting in Bukwo district.

### **1.3. Research questions**

- i. How has Fiscal or Administrative settings of decentralization policy impacted on service delivery in the water and sanitation sector in Bukwo sub-county, Bukwo District?
- ii. What are the challenges facing decentralized delivery of water and sanitation services in Bukwo sub-county Bukwo District?
- iii. What are the possible solutions to solve the challenges facing decentralized delivery of water and sanitation services in Bukwo sub-county Bukwo District?

### **1.4. Scope of the study**

#### **1.4.1. Geographical scope**

The study was conducted in Bukwo Sub-County in Bukwo district. Bukwo district is located in the eastern part of far eastern Uganda and it is bordered by Kween district to the west. The Sebei people live in this area and it has one Town Council, and ten sub counties. It obtained district status in 2005 when it was separated from Kapchorwa district. This was because according to research conducted it was estimated that there were rampant water problems inform of water borne diseases in Bukwo District where ninety people lost their lives to typhoid in 2009, Bukwo Sub County is having access to fast running streams but dry seasons bring shortage of water in the sub county. Still Bukwo district has a projected population standing at ninety-two thousand, three hundred and sixty people according the 2014 census of whom sixty-two percent have access to safe water; the access varies from forty two percent in Bukwo Sub County to ninety five percent in Bukwo district (Water Supply Atlas, 2010)

#### **1.4.2. Theoretical scope.**

The study was limited to only the related theory of decentralization and service delivery in the water and sanitation sector as analyzed by different academic scholars.

#### **1.4.3. Content scope**

The study was limited to the impact of decentralization and service delivery in the water sector of Bukwo Sub County.

#### **1.4.4. Time scope**

The research considered the period 2010 to 2016 as a reference point in establishing the contribution of decentralization to improved service delivery in the water sector and challenges it faced in provision of water services, this was because before 2010, Bukwo district had not been given district status but it was under Kapchorwa district. Also this time scope was preferred because it was long enough to provide a comprehensive range of ideas that was used to determine the relationship between decentralization and service delivery in water sector.

#### **1.5. Significance of the study**

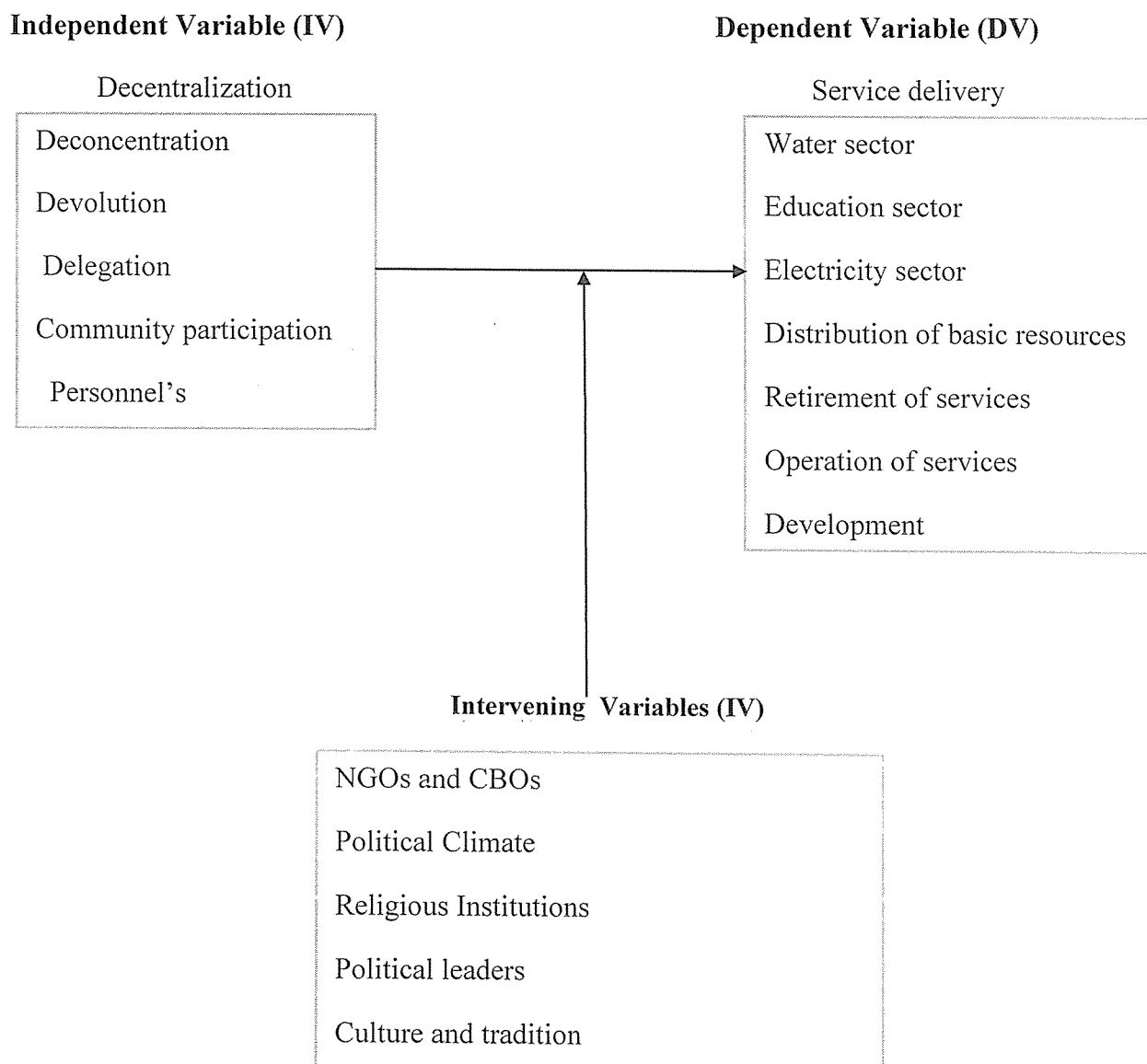
The research outcome was useful to the Bukwo district local government for sensitive resource allocation and proper planning for the water sector service delivery.

The study was also useful to the local community that is Bukwo sub county and the general residents of Bukwo district to show them the need to address the water and sanitation problems at local government level and also at household level in a decentralized setting, this will come by through putting in place more sensitization and awareness programs on water and sanitation matters.

The study outcome was also useful to other future researchers who will conduct research related to decentralization and delivery of water services as these are the pillars of the study.

The research outcome was used to suggest possible solutions to the sanitary problems facing the people of Bukwo Sub-County in Bukwo district in form of water borne diseases such as typhoid, cholera and dysentery which arise from drinking contaminated water.

**Figure: 1. Conceptual Framework showing Decentralization and Service delivery**



**Source: Literature review 2016**

The diagram above is the conceptual framework showing the impact of decentralization and service delivery in water sector in Bukwo district. It reveals that the independent variable on this study is decentralization while the dependent variable is service delivery. Where decentralization is operationally defined as; deconcentration, delegation, devolution, community participation, and personnel's.

While service delivery is operationally defined as water sector, education sector, electricity sector, distribution of basic needs, deployment, retirement of services, operation of services and development.

The figure further shows that apart from decentralization, other factors such as Non-Governmental Organizations (NGOs) and CBOs, Political climate, Religious institutions, Political leaders, Culture and tradition mentioned but a few.

## CHAPTER TWO

### LITERATURE REVIEW

#### **2.0.Introduction**

This chapter contained the related literature review, the theoretical framework, concept of decentralization, its contributions, the challenges, and the possible solutions to the challenges facing decentralization and service delivery in the water sector.

#### **2.1. Theoretical framework**

##### **2.1.1. The Water and Sanitation Sector**

The Water Sector or sometimes named “water and sanitation sector”, is defined as in the previous Danida evaluations on the Water Sector (WS) as a broad set of institutions, strategies, legislations, programs and activities within the Water Resource Management, Urban and Rural Water Supply and Sanitation as well as hygiene and health promotion related to water and sanitation. (Jesper Steffensen; November 2010).

Many of the activities within the WSS are generally suitable for localized provision with a strong role of LGs, but the activities and division of functions differ between highly urbanized areas, towns and rural areas and between sub-sectors. There are various functions such as water resource management (including watersheds) and larger urban investments (particularly related to piped water), which generally call for various task- specific management arrangements. In this case therefore a general tendency in many developing countries have been to pursue decentralization of water supply, but to separate the Water Resource Management (WRM), including protection of watersheds, from the supply functions and keep this at a higher level of management, still is to separate the functions of policy and coordination with those of operational and service provision, to ensure as well a greater involvement of private sector in actual production, and to pursue involvement of communities in the activities, particularly on operational and maintenance (O&M) functions and finally to distinguish between urban and rural service delivery in design and operation of the management modalities. Second the roles of various national and international NGOs and various CBOs have traditionally been very important in the WS. Where many countries have developed national WS strategies, but often without clarification of the specific roles to be undertaken by local governments or without

means and strategies to ensure that these are implementing in the spirit of the strategy. Furthermore, when developed, these are often without sufficient linkage with the overall decentralization strategies pursued in the countries.

Further involvement of LGs in WSS, there have been few evaluations of the impact of LGs involvement in the WS, but some evidence, for example from an ADB study shows that if local institutional capacity is developed the involvement of LGs has the potential to have a positive effect on service delivery within the sector.

WSS therefore is characterized by great differences in the mode of service delivery between urban and rural areas, and the tendency to separate the roles of policy and coordination and the actual operations of the services, often through various forms of public and private companies. The experience shows that there is a great diversity in the organizational modalities and involvement of LGs in actual service provision in the sector ranging from entirely central government managed WSS (East Timor), to LG managed systems in the rural areas (for example. Uganda) as well as various forms of public/private company models (Kenya and Ghana). The systems and organization may also vary greatly between urban and rural areas, where the urban areas tend to have with less involvement of LGs. The actual production can often be private as well as public, e.g. in South Africa (SA), which has experienced a massive decentralization of WSS<sup>8</sup>. Here districts can be both water service authority and water service provider at the same time but are also allowed contract out the service to private service providers.

### **2.1.2. The concept of decentralization**

Decentralization is an initiative in which administration and political power is broken down or distributed from the central government to grass root levels. It is a bottom up driven participation of people in their governance (Villadsen and Lubanga, 1996). In this case, the central government devolved many functions and responsibilities to lower local governments which were given the power to implement their own development plans but within the national and sector priorities (Ministry of Finance, Planning and Economic Development, 2009).

Odongo, (1998) argues that decentralization was intended to devolve more powers to local governments particularly districts in order to improve service delivery including water and

sanitation services. This was adopted in 1992 and endorsed by the 1995 Constitution of the Republic of Uganda which in chapter eleven states; “Local Governments shall be such as to ensure that functions, powers and responsibilities are devolved and transferred from the central government to local units in a coordinated manner.

The above sources agree on one feature of decentralization; devolving functions, powers and responsibilities from the central to local government units, however, they do not specify the extent to which the central government has actually devolved these functions, powers and responsibilities.

### **2.3. Décentralisation in Scandinavian countries vis-à-vis Uganda**

Decentralization in Scandinavia has been closely linked with the provision of public services in terms of increasing their quantity and improving their quality. The Nordic Welfare States are characterized by their comprehensive and fully fledged democratic Local Government system with primary units, the communes and constituting Local Welfare states. Services provided by the local government are mainly tax based through local income taxes. The Scandinavian local government systems were planned and initially developed in the 1960s and 1970s during a period of rapid economic growth but they were fully developed from the late 1970s under rather different and more sinister economic and social circumstances (Villadsen, 1996).

In the Nordic countries, political decentralization has a long tradition since it was seen as one of the strategies for liberal democratic transformation of centralized kingdoms of the nineteenth century. By that time, decentralization involved few services and finances but included political rights for towns and communities. Political decentralization was conceived by the new democratic leaders as a protection against authoritarian state rule executed by the Non democratic kingdoms by then. The very liberal and democratic Danish constitution of 1849 included one single clause promising a Local Government system which was expanded in the later revisions. This never occurred and instead a Local Government law was passed and has since been revised by the Danish government. Decentralization in the form of comprehensive service providing local government system as well as political, financial and administrative decentralization with considerable discretionary powers for local levels has long been operational in Scandinavian countries (Villadsen, 1996).



Decentralization in Uganda's context entails the transfer of resources and decision making power to lower level units- local governments or Non-Governmental Organizations which are autonomous, (ideally), democratically elected and independent from the central government (Rondennelli, 1987, Manor, 1995). Decentralization in Uganda is intended to promote popular participation for purposes of sustainability by bringing political and administrative control over services to the point where they are actually delivered (Nsibambi, 1998).

Political decentralization was introduced in Uganda by the National Resistance Movement government after a comprehensive inquiry into the local government system recommended a wide ranging political decentralization reform which was published by the Mamdani report, subsequently, the "Resistance Councils and Committees Statute" was enacted in 1987 providing the legal framework for the decentralization program. At this stage, efforts were concentrated on the political aspects of local government and on the vertical links to the central government (Villadsen, 1996).

The above comparison lacks the information that such a decentralization in the Scandinavian states which depends on local income taxes is hard for Uganda which continues to receive foreign aid to boost her development programs, also, Ugandans in the local government level have low incomes and few economic activities which lowers their taxable capacity thus narrowing the tax base which reduces local revenues.

#### **2.4. Water and sanitation in Uganda**

Access to an improved water source increased from 43% in 1990 to 72% in 2010, according to estimates by the Joint Monitoring Program for water supply and sanitation of the United Nations. In the same period, access to improved sanitation increased slightly from 27% to 34%. However, the Water and Environment Sector Performance Report of the Ugandan Ministry of Water and Irrigation shows completely different access figures. According to the report, in 2011 access to "safe water" was 66% while access to improved sanitation was 70% in rural areas and 81% in urban areas. 87% of the population lived in rural areas in 2010. Apparently the government's definition of access to safe water is stricter than the JMP definition of an improved water source, and the government's definition of improved sanitation is less strict than the JMP definition. The differences in definitions complicate the monitoring of targets for access.

According to the EU, the number of people defecating in the open has fallen substantially between 2000 and 2008, although the government provides no subsidies for the construction of latrines. However, according to the JMP estimates the number of people defecating in the open has only declined from 3.5 million in 2000 to 3.2 million in 2010. It is not clear if the different assessments of the magnitude of the reduction are due to differences in definitions or other reasons.

The most common technology options for rural water supply are protected springs, boreholes, protected wells, and gravity flow schemes. Those who do not have access to an improved source of water supply have to rely on unsafe sources such as rivers, lakes, and unprotected wells. One consequence of poor access and/or quality is that water-borne diseases are a main cause of infant mortality. Access to functioning water sources varies considerably among districts, from 12% to 95%. The national government aims to reach universal water supply and sanitation coverage in urban areas and 77% water supply and 95% sanitation coverage by 2015.

According to Maxwell Stamp PLC, in Kampala, the capital, those who receive piped water supply were "usually" supplied continuously for 24 hours per day in 2003. However, the National Water and Sewer Company acknowledged that parts of Kampala such as Kyaliwajala, Kulambiro and most places on hilltops suffer from chronic water shortages. In addition, some areas go without water for a week when repairs are undertaken. In other towns, most customers were supplied on more than five days per week. MWE indicated in 2006 that piped water in large towns is usually available for 20–24 hours per day.

#### Drinking water quality

Under the fourth Water and Sanitation Sector Performance Assessment, based on analyses by several subsectors and NGOs carried out in 2006, it was found that 90% and 95% of the water samples taken from protected and treated water supplies, respectively, met national standards for drinking water quality. This assessment comprised both rural and urban water supply.

## Wastewater treatment

As of 2012, 90% of the collected wastewater of Kampala is discharged without any treatment. NWSC operates a small conventional Sewerage treatment plant in Kampala and another in Masaka. In the case of Kampala, the wastewater is discharged into the Nakivubo wetland. The wetland is estimated to provide economic benefits of up to US\$1.75 million per year, removing nutrients from untreated and partially treated wastewater discharged from Kampala through the wetland into Lake Victoria.

As part of a Sanitation Master Plan for Kampala carried out by Fichtner Consultants with financing from Germany, four wastewater treatment plants are planned. The plants include a plant with a capacity of 45,000 m<sup>3</sup>/day at Nakivubo, a plant with a capacity of 8,000 m<sup>3</sup>/day at Kinawataka, a fecal sludge treatment plant with a capacity of 200 m<sup>3</sup>/ day at Lubigi and another plant at Nalukolongo. The plan also foresees the construction of ecological latrines at schools, market places and health centers, hygiene education at schools. The investments will be funded by the European Union, the World Bank, the African Development Bank and Germany. The existing plant at Bugolobi will be decommissioned once the new plants will become operational.

In smaller towns NWSC operates Sewage Stabilization Ponds. According to the MWE, an analysis of municipal effluents carried out in July 2008 revealed that NWSC's wastewater treatment facilities mostly do not meet national standards. Out of 223 data sets, 12% complied with Biological Oxygen Demand (BOD) standards, 26% with Phosphorus standards and 40% with total suspended solids standards. This leads to the pollution of water bodies from which in turn raw water is extracted. In a few cases sewage is disposed directly into the environment without any treatment. The lack of functioning wastewater treatment poses a threat to the environment and human health. (World Health Organization; UNICEF. *“Joint Monitoring Program”*. Retrieved 2012-07-16).

In rural areas, local governments at district levels are responsible for the adequate operation and maintenance of water systems. Responsibility for sanitation promotion and hygiene education in communities and schools is vested in the MWE, the Ministry of Health, and the Ministry of Education and Sports.

Besides the MWE, several other national ministries play a role in the sector. The Ministry of Finance, Planning and Economic Development coordinates funding and donor support. The Ministry of Local Government is expected to support decentralized government systems, which manage their own water facilities. The Ministry of Gender, Labor and Social Development is responsible for the promotion of gender-responsive development and community mobilization. The Ministry of Agriculture, Animal Industries and Fisheries oversees water use for irrigation.

Concerning sanitation, the Environmental Health Division (EHD) under the Ministry of Health is in charge of an integrated sanitation strategy for the country, and the Ministry of Education and Sports is responsible for health, sanitation, and hygiene in schools. All the above mentioned ministries, together with the Ministry of Public Service, development partners, and civil society, form the Water and Sanitation Sector Working Group, which meets quarterly. (Ministry of Water and Environment (2011). "Third Water and Environment Sector Performance Report". Retrieved 16 July 2012).

It is estimated that about 80% of the disease burden in Uganda is associated with poor sanitation and hygiene. The government is fully committed to the provision of safe water and sanitation to all Ugandans by 2015 with an intermediate target of rural safe water coverage of 81.6% by 2003. However, 8% of the households have no toilet facility at all while the majority (89%) uses pit latrines which have implications on the quality of underground water sources. The policy implication is emphasis on providing more piped water as opposed to ground water which will be done by increasing the level of funding to the water sector through District Water Grants in addition to the continued implementation of donor funded projects. Major reforms are planned in the medium term which will facilitate greater involvement of the private sector in water service provision (Development Cooperation Report, 2002).

This report indicates an increasing trend and optimism in the provision of water services, however, it does not show important ways through which government can achieve its water and sanitation targets for example providing an adequate frame work to stimulate households to improve sanitation practices one of which is through information campaigns, also, despite this, some community members still travel between 1.5 to 16 kilo meters to get safe water.

Uganda Vision, (2025) aims at creating a healthy society by reducing the distance to safe water to less than half a kilo meter for households and to increase the use of piped water in houses, also, the document supports a fully decentralized and democratic governance at all levels.

National Service Delivery Survey, (2008) indicates that the government of Uganda is focusing on ensuring access to safe water chain which can be achieved by advocating for and implementing strategies for safe disposal of human etcetera, garbage and waste water from the environment. This is mainly aimed at ensuring that people access safe water especially for drinking.

The above documents focus only on ensuring access to safe water for drinking; however, they ignore the fact that in Uganda, some people depend on flowing rivers which have sources miles away from where these people stay, thus, strategies of ensuring that these rivers are safe is also vital.

The National Household Survey, (2009) found out that 82% of the households in Uganda use toilets that did not have hand washing facilities, a condition which was seen as a cause of diseases like diahorea, cholera and dysentery yet the Millennium Development Goals to which Uganda is a signatory aims at reducing by half the world's population without access to safe drinking water and sanitation by 2015, the National Development Program initiated in 2009 projects that 89% of Ugandans will have access to safe drinking water by financial year 2014/2015.

The above survey points out the accessibility of safe water and toilets as ideal situation but ignores the use of pit latrines especially in rural areas including schools, bars and churches; this has an implication on the quality of ground water which also serves people.

## **2.5. The contribution of decentralization on service delivery in the water and sanitation sector;**

Decentralization of tax funds has helped initiate local community based projects for example the construction of water springs, boreholes, water taps and protection of wells. This has also enhanced community vigilance and participation in the affairs of sub counties by getting

involved in making decisions through consultation and contribution of funds through paying local taxes out of which 65% is retained by the sub county, (Nsibambi, 1998).

It is true that benefits of decentralization through the Local Council system remain to be realized but water and sanitation service delivery has not improved in some cases though it is better than the period before decentralization, the above argument does not include the fact that local people do not know how the 65% tax retention at the Sub County is spent, some do not even know that it is retained.

Mills, (1987) notes that popular participation brought about by decentralization leads to efficiency, resource mobilization and sustainability of water resource if people are allowed to participate in consultation, identification, selection, implementation and management of water utilities. This promotes people's feeling of ownership of projects and programs executed in their districts leading to realization of goals set for the sector and sustainability.

The author does not however show exactly how community members can contribute to this goal of sustainability because many rural areas do not have the technical knowhow to participate in consultation, instead, this is the role of technical personnel in districts and thus, the role of community members has to be stated clearly.

Decentralization introduces efficiency and effectiveness in the generation and management of water resources and delivery of water services by fostering good governance which enhances water service delivery (Decentralization Secretariat, 1993:3). Fostering good governance through decentralization is one of the key strategies for addressing persistent development issues in developing countries. These issues include water and sanitation problems, corruption, poverty, ignorance and disease, characteristics of good governance are transparency, responsiveness, consensus, orientation, equity, effectiveness and efficiency (United Nations Development Plan, 1997).

The above sources do not show other factors on which water and sanitation service delivery depends apart from governance. Other factors such as population size and natural factors like drought which affect the quantity and quality of water have to be considered as well.

Decentralization of water services promotes transparency, democratic and financial accountability in the provision of water and sanitation services. This is because resources, functions, tasks and responsibilities are brought closer to the beneficiaries thus making leaders more service oriented; a situation which ensures that District Water Grants are channeled to the right direction to provide people with safe water as well as enough water for livestock and irrigation (Villadsen, 1996).

The author points out the role of good leadership in promoting proper delivery of water services but he does not consider the weakness of leaders and authorities in the district local governments and the implication this can have on the water sector.

Decentralization has also empowered citizens and increased responsiveness of public investments to the local popular demands via better development of channels of communication. This focus of local government development grants have meant service delivery has greatly improved, particularly with respect to primary education, Health care, water and sanitation services and this are through fiscal decisions in response to local development demands and project aid which by passes local government systems which have been fragmented by local development structures, undermined institutional growth and weakened community-local government linkages (Okidi J.A and Guloba, M., 2007)

## **2.6. Challenges facing water and sanitation service delivery in a decentralized setting**

Absence of or poor accounting systems and resultant financial mismanagement of funds meant for water and sanitation. Local councils do not always account to the community for funds that are locally mobilized including 65% tax fund retained at the Sub County level (Nsibambi, 1998). Also, one of the key problems at the district level is the existence of weak internal and external audit systems leading to inability to detect promptly and penalize culprits and absence of sanctions against those who flout the law (Ministry of Local Government, 1996). Poor accounting systems promote corruption in the provision of water services in a decentralized setting, however, the above sources do not show or even suggest the possible ways of curbing the vice for instance firing the corrupt in order to promote good water service delivery in districts and sub counties.

Poor resource management by local authorities; District and sub county authorities do not take care of water resources present in their localities. For example, there are no clear rules and regulations prohibiting people from bathing in the rivers, streams and wells, animals are allowed to take water from the water sources which support human life. This increases the risk of water borne diseases like cholera, and dysentery (Nsibambi, 1998). However, this explanation ignores the role played by local people themselves towards the management of water resources at their disposal because putting responsibility on the district and sub county authorities alone may not yield many results if local people are not involved in protecting water resources.

Low human resource capacity at local levels is a key challenge facing decentralized provision of water and sanitation services. This promotes low productivity and inefficiency in the sector leading to poor quality services and poor management of the sector (Public Sector Review Report, 1989). However the report does consider the absence of equipment and modern technology like computerized water service delivery facilities to improve the quality of water service delivery.

Rwaboogo, (1994) notes that bureaucracy is a challenge facing decentralized provision of water services, in case of any need to buy equipment, or to rehabilitate a facility, very many officials have to be consulted to seek their consent leading to delays and furthering the damage of water facilities.

Wide spread poverty among local people which limits their ability to afford piped water is another challenge facing decentralized provision of water services. Poor people depend on flowing rivers for drinking water yet many of them settle along river banks with no toilet facilities which has a risk of causing water borne diseases like cholera and dysentery due to the impact this has on ground water and the flowing rivers as well (DANIDA, 1996). However, if poverty limits people's ability to afford piped water, it is possible to improve the quality of water by protecting community water sources, an issue left out by the above report.

In other places there are contradictions between the policy and the legal frame work and defining the institutional roles of key agencies, and varies levels of governments, have been a great challenge for example Burkina Faso countries



## **2.7. Possible solutions to the problems facing decentralized provision of water and sanitation services**

Allowing private sector participation in the provision of water and sanitation services to supplement the role played by the government. This can be done by allowing local companies to manage water services in sub counties and municipalities so as to extend water services to the people (Human Development Report, 2006). This report does not take into consideration the financial weakness of private local companies which limits their ability to purchase equipment for construction and pipes in order to better water services to the people.

Capacity building to increase technical knowhow and professionalism among water service providers so that their skills to plan, budget, design, supervise and implement policies governing water and sanitation in their localities can be improved. This can be done through conducting workshops, seminars and training of local service providers so as to improve their ability to deliver better water and sanitation services. ([www.un.org/africarenewal](http://www.un.org/africarenewal) accessed on 22nd October 2011). Capacity building is indeed crucial for a good decentralized water service delivery but the above source ignores the need to avail water service providers with current technology and training on how to use them. Nsibambi, (1998) suggests that economic empowerment of the local people at district and sub county level can solve some of the challenges facing decentralized provision of water and sanitation services. This can be through diversifying the economy to enable especially rural farmers engage in different economic activities in addition to farming and opening up more markets for them so that they can have more incomes to enable them afford the use of piped water provided by district and sub county water authorities. However, this suggestion ignores the need to improve the quality and increase the quantity of water since water may be available yet the quality is poor.

## **CHAPTER THREE**

### **METHODOLOGY**

#### **3.0. Introduction**

This chapter shows the different methods and techniques that were used while conducting the study. It also provides a justification for different methods that will be used and not others. The chapter includes a research design area of study, study population, sampling technique and sample size, methods of data collection among others.

#### **3.1. Research design**

The study used mainly the qualitative design and partly quantitative design where possible, explanatory research is used to obtain a detailed understanding of the reasons why there is water shortage in Bukwo Sub County and Bukwo district in general during some seasons in addition to poor sanitation facilities in spite of government's promises and efforts to improve the sector in the district. Descriptive research is going to be used to get the intensity and severity of water shortage and poor sanitation in the area of study as well as the impact so far.

#### **3.2. Study population**

Data was collected from local residents of Bukwo Sub County in Bukwo district. These people were mainly the Sebei who lived along the slopes of Mount Elgon many of whom depend on flowing rivers and springs for water.

Local council officials particularly those in the social service department were consulted because they are the ones who oversee the provision of water and sanitation services in the district.

#### **3.3. Sampling procedure**

Simple random sampling was used to get respondents from the two areas of study so that each of them can have an equal chance of participating in the exercise. However, Non random sampling was also used to contact the water sector officials of the district, this was because the researcher used his own judgment to consult officials who were relevant in the provision of social services especially water in order to obtain data which was relevant to the study objectives.

### **3.4. Sample size**

This study comprised of forty respondents. Twenty of whom were local leaders from Local Council 1 to Local Council 5; twenty were community members. This sample size was preferred because the research took a short time and it was possible to reach the respondents.

### **3.5. Data collection methods**

Primary data was collected using interviews because of the following reasons; Flexibility; interviews were adjusted to meet many diverse situations, interviews attracted a relatively high response rate, easy administration; an interview does not require respondents to have the ability to read or to handle complete documents or long questionnaire, opportunity to observe non-verbal behavior such opportunities are obviously not available if questionnaires or indirect methods were used, the interviewer had an opportunity to control the condition under which the questions were to be answered, and has the opportunity to correct any misunderstanding by respondents. Such an option was very valuable and had not be available in other forms of data collection finally interviews gives an opportunity to probe so as to get clarification of either the response or the question.

Also, questionnaires were used to collect primary data. They are open ended so that the respondents can give responses basing on their own understanding.

Secondary data was obtained by reading relevant text books, journals, newspapers, magazines, reports, documentaries and the internet sources with information relevant to the water service delivery and decentralization.

### **3.6. Data analysis**

Both qualitative and quantitative methods through presentation in tables were used to analyze the data got from the field. Qualitative data is analyzed using logical analysis and thematic analysis. This was because the data requires the researcher to interpret, contextualize and understand the data basing on critical thinking and reasoning. Quantitative data was presented in tables in order to show the frequencies and percentages of the responses.

### **3.7. Limitations of the study**

The study was to meet challenges like uncooperative respondents, the long distance between the two case study areas and the hard to get respondents; the water sector officials. As a result, thirty six (36) respondents are interviewed instead of forty as earlier as proposed because four essential district leaders are not available. Some of these challenges were to be mitigated by approaching the respondents at their convenient time, appreciating them whenever they turn up, using a polite tone language when interacting with them and also avoiding embarrassing them. This was to motivate them to reveal or give useful and right first-hand information.

### **3.8. Ethical considerations**

An introductory letter was picked from the college of Humanities and Social Sciences, Department of Development, Peace and Conflict Studies, at Kampala International University so as to foster acceptance of the researcher by the respondents

While in the field, the researcher shall exhibit high discipline (decency in dressing, language and behavior) and treats the information given by respondents with due confidentiality, privacy of the interest of the respondents will as well be kept, observed and respected respectively.

## **CHAPTER FOUR**

### **PRESENTATION, DISCUSSIONS AND ANALYSIS OF DATA**

#### **4.0. Introduction.**

This chapter presents discusses and analyses the field findings about Decentralization and Service Delivery in the water Sector in Bukwo Sub-County.

#### **4.1. Demographic characteristics of respondents**

**Table 1: Sex of respondents;**

<b>Sex</b>	<b>Frequency</b>	<b>Percentage</b>
Male	55	66
Female	45	54
Total	100	120

**Source;** Primary data 2016

As seen in table 1 above, 55 (66%) of the respondents were males while 45 (54%) were females. The above scenario was because majority of the civil servants contacted were of the male gender. These included the civil servants, chiefs and politicians.

## 4.2. Presentation of findings.

**Table.2: Age of respondents**

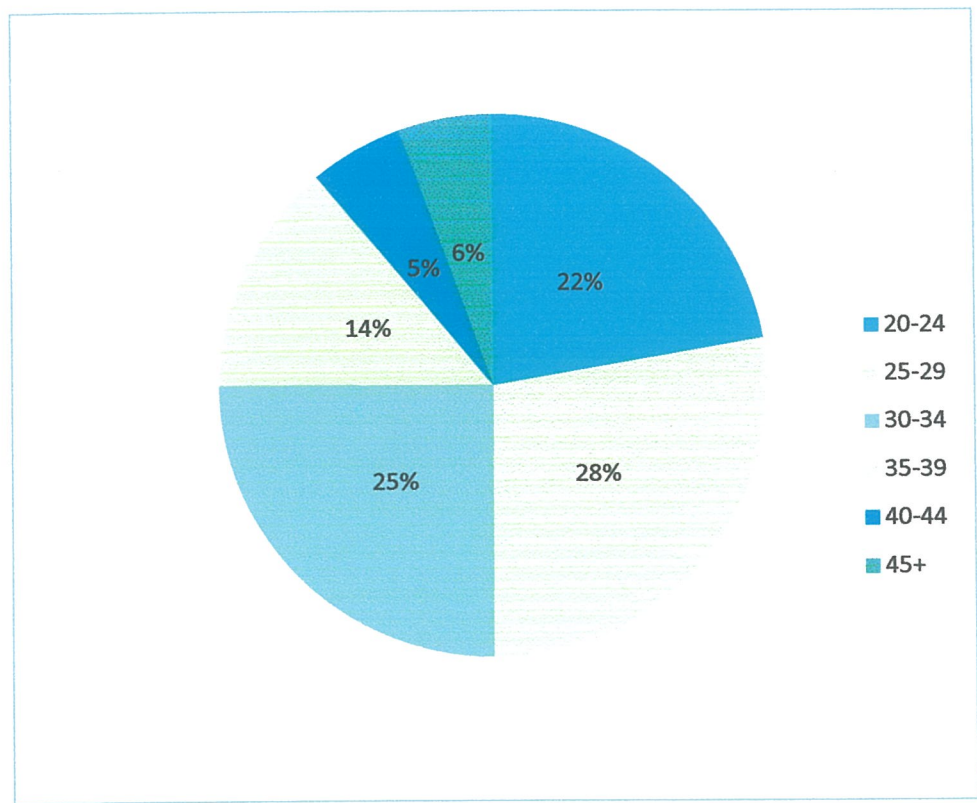
Age group	Frequency	Percentage
20-24	8	22.2
25-29	10	27.8
30-34	9	25
35-39	5	13.9
40-44	2	5.5
45+	2	5.5
<b>Total</b>	<b>36</b>	<b>99.9</b>

**Source;** Primary data 2016

Table 2 above shows that majority of the respondents fall between 25-29 years with 10 (27.8%), followed by 30-34 years with 9 (25%), 20-24 years with 8 (22.2%), 40-44 and 45+ years took 2 (5.5%). This was due the fact that the age groups with higher frequencies were actively involved in collecting water, mainly using their heads, hands or donkeys and were accessible to the researcher.

The age groups with lower frequencies were because they were not actively involved in carrying water in addition to their hard-to-get status, in spite of this; good data was collected from the field.

**Figure.2: A pie chart showing Age respondents per Age ground.**



**Source:** Primary data, 2016.

**Table 3: Education level of respondents**

Education Level	Frequency	Percentage
Primary	2	5.6
Certificate	20	55.6
Diploma	10	27.8
Degree	4	11.1
Total	36	100

**Source;** Primary data 2016.

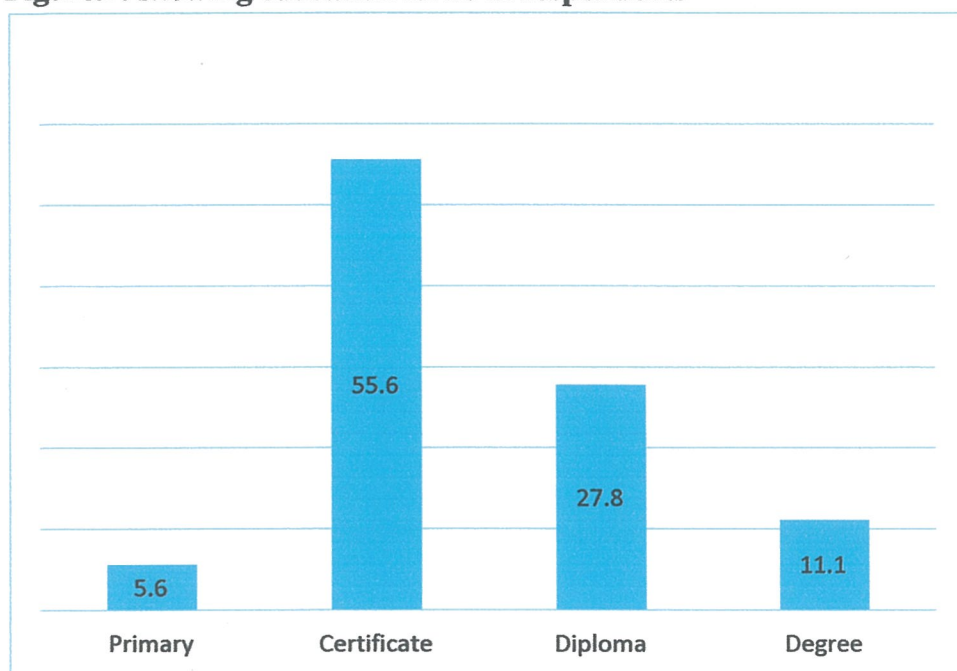
According to research study findings from primary data (2016), it reveals that majority of the respondents had certificates that are, 20 (55.6%), and 10 (27.8%) had Diplomas, 4 (11.1%) had Degrees, and 2 (5.6%) ended in Primary.

This is because the majority of the respondents in Bukwo Sub-county had studied including the civil servants like the health workers, Town Agents and Chiefs. The respondents with lower levels of education were mainly got in Bukwo Sub County were only few people had studied.

However, this was not a challenge; it rather resulted into a balanced collection of data which was relevant to the study objectives.



**Figure.3: showing education levels of respondents**



 Frequency

**Source:** Primary data, 2016.

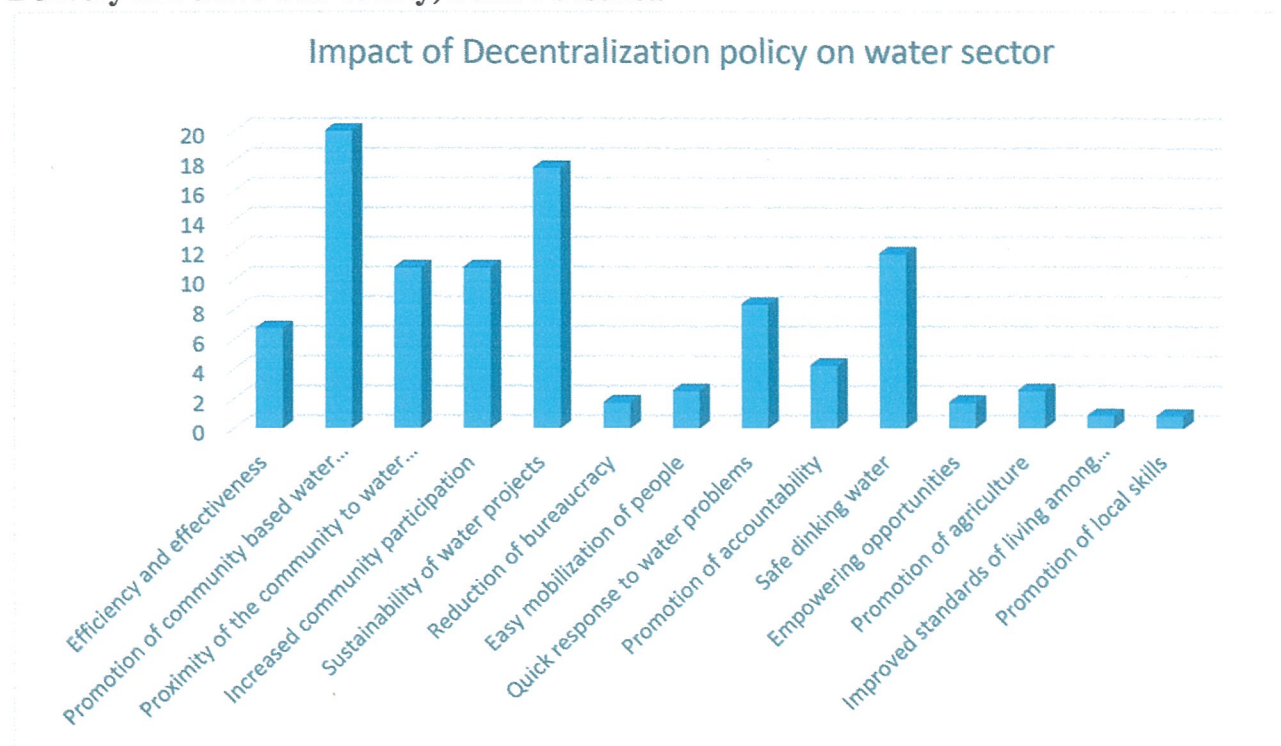
**Table.4. Impact of decentralization on the Water Sector Service Delivery.**

<b>Impact</b>	<b>Responses</b>	<b>Percentage</b>
Efficiency and effectiveness	8	6.7
Promotion of community based water initiatives	24	20
Proximity of the community to water services	13	10.8
Increased community participation	13	10.8
Sustainability of water projects		17.5
Reduction of bureaucracy	2	1.7
Easy mobilization of people	3	2.5
Quick response to water problems	10	8.3
Promotion of accountability	5	4.2
Safe drinking water	14	11.7
Employment opportunities	2	1.7
Promotion of agriculture	3	2.5
Improved standards of living among people	1	0.8
Promotion of local skills	1	0.8
<b>Total</b>	120	100

**Source;** Primary data 2016

### 4.3. Discussion of findings.

**Figure.4. A bar graph showing the impact of decentralization on the Water Sector Service Delivery in Bukwo Sub-county, Bukwo District.**



**Source:** Primary data, 2016.

According to research study findings obtained from primary data (2016), it shows that efficiency and effectiveness in provision of water services; 8 (6.7%) of the responses showed that decentralization of water services has promoted efficiency and effectiveness in the generation and management of water resources and delivery of water services by fostering good governance which enhances water service delivery. This is further favored by the freedom of the local government to decide on how to improve the water sector on their respective districts (Nsibambi, 1998).

**Promotion of community based water initiatives;** 24 (20%) of the responses indicated that the introduction of decentralization of water services and funds has helped initiate local community based projects for example the construction of water springs, boreholes, water taps and protection of wells which has led to an increase in water supply in the Bukwo district. This

conforms to Mills, (1987) who found out that decentralization of water services promotes the establishment of community projects.

**Proximity to water services;** 10.8% of the responses affirmed that decentralization of water services has brought water services closer to the people through construction of water taps, and boreholes in their respective parishes. This has further reduced the walking distance as well as the waiting time in the water collection points.

**Enhanced community participation;** 13 (10.8%) of the responses revealed that decentralization has also enhanced community vigilance and participation in the affairs of water in Sub Counties by getting involved in making decisions, implementing and evaluating water projects through consultation and contribution of funds by paying local taxes out of which 65% is retained by the Sub County as presented by Villadsen, (1996).

**Reduction of bureaucracy;** 2 (1.7%) of the responses showed that with decentralization, the bureaucratic nature of management as it was under a centralized system of governance has reduced. This is due to the devolution of authority and resources concerning water management to the local levels of administration hence reducing delays. This is in line with UNDP, (1997).

**Sustainability of water projects** 21 (17.5%) of the responses cited that decentralization has promoted people's involvement in water projects leading to care, responsibility, proper management and sustainability of water resources since people are allowed to participate in consultation, identification, selection, implementation and management of water utilities. This promotes people's feeling of ownership of projects and programs executed in their districts leading to realization of goals set for the sector and sustainability (Decentralization Secretariat, 1993).

**Easy mobilization of resources and people;** 3 (2.5%) of the responses indicated that it is easy to mobilize resources like monetary contributions as well as offering labor to fence, clearing bushes and planting trees around water sources. This is because people feel they own the project they were involved in designing, monitoring and evaluation (Mills, 1987).

**Quick response to water problems;** 10 (8.3%) of the responses affirmed that due to decentralization of water services, water related problems such as cases of dirty water, water borne diseases and water shortages can be addressed within a short time since decisions do not need to be made by the central government but by the immediate local government. This conforms to UNDP, (1997).

**Promotion of accountability in the water sector;** according to the field data, 5 (4.2%) of the responses considered decentralization of water services as a promoter of transparency, democratic and financial accountability in the provision of water and sanitation services. This is because resources, functions, tasks and responsibilities are brought closer to the beneficiaries thus making leaders more service oriented; a situation which ensures that District Water Grants are channeled to the right direction to provide people with safe water as well as enough water for livestock and irrigation. This is in line with Decentralization Secretariat, (1993).

**Provision of safe drinking water;** 14 (11.7%) of the responses reported that decentralization of water services has enabled the people access safe and clean water because their ideas and views are absorbed by the planning unit National Household Survey, (2009). This has reduced the outbreak of water borne diseases like Typhoid, Diahorea and Dysentery among others.

**Expansion of employment opportunities;** 2 (1.7%) of the responses revealed that due to the involvement of the local people in planning and identification of water sources, they have a chance of employment as guides, constructors and contractors of water services. The need for these service providers widens employment opportunities (Nsibambi, 1998)

**Promotion of agriculture;** 3 (2.5%) of the responses revealed that as a result of increased water supply as a result of decentralization, farmers are able to practice irrigation and their livestock have adequate water supply leading to consistent food supply (Monar, 1995)

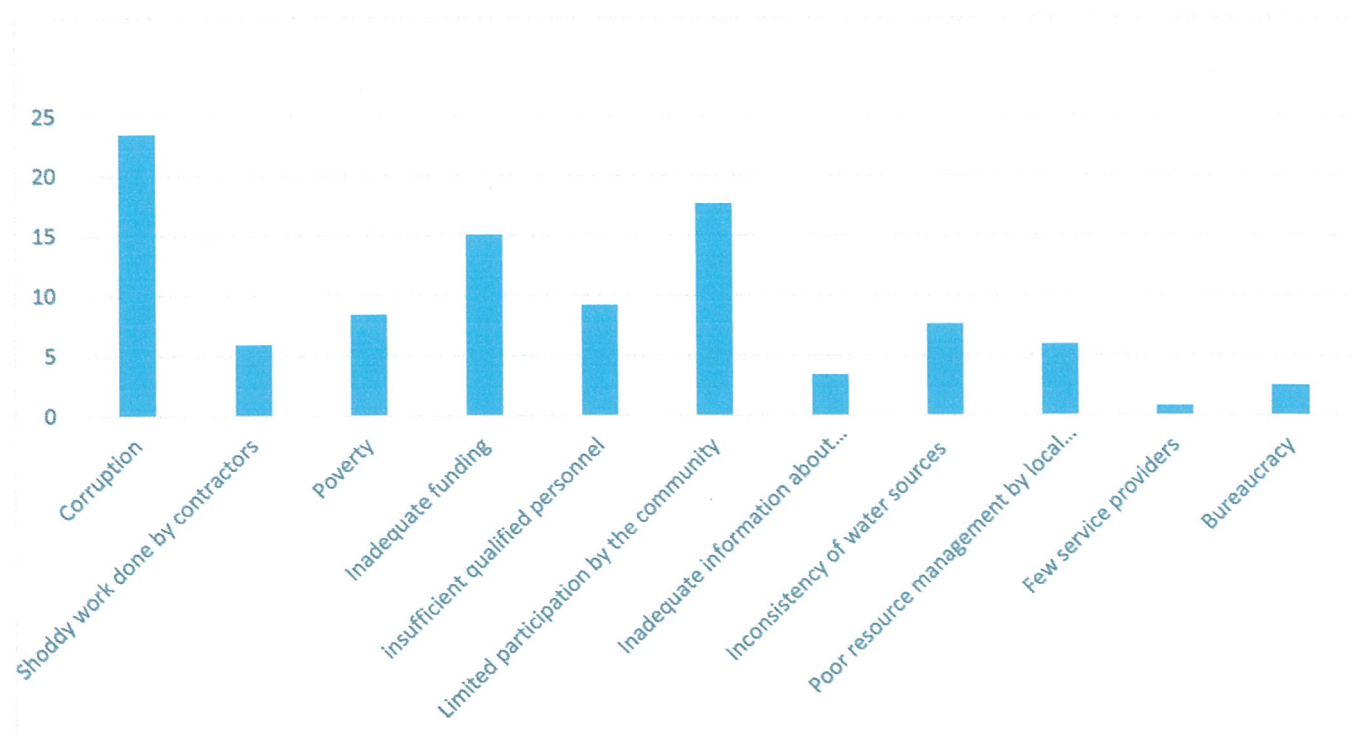
**Improvement in people's standards of living and promotion of local skills;** each of these responses had 1 (0.8%) of the responses who reported that the extension of water services near local communities has consistently supplied the people with water for both irrigation and home use. Likewise, the involvement of the community in planning, implementing and monitoring of water projects has improved their skills.

**Table 5; Challenges facing decentralized provision of water services in Bukwo Sub-county, Bukwo District in Eastern Uganda.**

<b>Challenges</b>	<b>Responses</b>	<b>Percentage</b>
Corruption	28	23.5
Shoddy work done by contractors	7	5.9
Poverty	10	8.4
Inadequate Funding	18	15.1
Insufficient qualified personnel	11	9.2
Limited participation by the community	21	17.7
Inadequate information about decentralization among people	4	3.4
Inconsistency of water sources	9	7.6
Poor resource management by local leaders	7	5.9
Few service providers	1	0.8
Bureaucracy	3	2.5
<b>Total</b>	<b>119</b>	<b>100</b>

**Source;** Primary data, 2016

**Figure.5. A bar graph showing challenges facing decentralization policy in the provision of water services in Bukwo Sub-county, Bukwo District.**



**Source:** Primary data, 2016.

**Corruption and embezzlement of water funds;** 28 (23.5%) of the responses revealed that absence of or poor accounting systems and resultant financial mismanagement of funds meant for water and sanitation constraints decentralized provision of water services. Local councils do not always account to the community for funds that are locally mobilized including 65% tax fund retained at the sub county level. Poor accounting systems promote corruption in the provision of water services in a decentralized setting (Villadsen, 1996).

**Shoddy work done by contractors;** it was reported by 7 (5.9%) of the responses that contractors who are hired to construct water sources like tap stands and boreholes do substandard work which do not last for long. As a result a lot of resources are spent on substandard work thus undermining decentralization of water services. This conforms to the observation of the Ministry of local Government, (1996).

**Wide spread Poverty in the community;** 10 (8.4%) of the responses showed that wide spread poverty among local people limits their ability to afford piped water. Poor people depend on flowing rivers for drinking water yet many of them settle along river banks with no toilet facilities which has a risk of causing water borne diseases like cholera and dysentery due to the impact this has on ground water and the flowing rivers as well. This challenges decentralized provision of water services (Ministry of Health, 2010).

**Inadequate funding of the water sector;** it was reported by 18 (15.1%) of the responses that underfunding of the water sector limits the ability of the Local Government to provide efficient water services. It was reported that the District Water Grants are not reliable and cannot be used to address all local water problems at the same time. A similar study outcome was carried out by the Public Sector Report, (1989).

**Inadequate qualified water personnel;** it was reported by 11 (9.2%) of the responses that low human resource capacity at local levels is a key challenge facing decentralized provision of water and sanitation services. If water pipes burst, there is insufficient skilled manpower to act immediately. This promotes low productivity and inefficiency in the sector leading to poor quality services and poor management of the sector (Rwaboogo, 1994).

**Limited participation of the local community;** 21 (17.7%) of the responses reported that the local community is at times un cooperative when it comes to pulling out resources and labor meant for the development of local water sources. In addition, some community members sabotage water sources by contaminating them through bathing and taking livestock to the water sources that support human life hence undermining decentralization of water services. This is in line with DANIDA, (1996).

**Inadequate information among people about decentralization;** 4 (3.4%) of the responses revealed that local people have little information about their role in the decentralized water services. This includes their involvement in planning, monitoring, and contribution towards water projects and they end up sabotaging water projects in their localities which constraints decentralized water services as argued by Nsibambi, (1998).



**Poor water resource management by local leaders;** 7 (5.9%) of the responses reported that Poor resource management by local authorities is a challenge facing decentralized provision of water services. District and sub county authorities do not take care of water resources present in their localities. For example, there are no clear rules and regulations prohibiting people from bathing in the rivers, streams and wells, animals are allowed to take water from the water sources which support human life Public Sector Review Report, (1989). This increases the risk of water borne diseases like cholera, and dysentery.

**Bureaucracy in the local water management structure;** 3 (2.5%) of the responses revealed that bureaucracy is a challenge facing decentralized provision of water services, in case of any need to buy equipment, or to rehabilitate a facility, very many officials have to be consulted to seek their consent leading to delays and furthering the damage of water facilities Villadsen, (1996).

**Few service providers in the water sector;** 1 (0.8%) of the responses, showed that there is state monopoly in the provision of water services in Bukwo District. The absence of the private sector and other interested parties makes poor delivery of water services inevitable. This conforms to Human Development Report, (2006).

**Inconsistency of water sources;** 9 (7.6%) of the responses revealed that some water sources are seasonal whereby they river dry up during hot seasons hence causing water shortages during hot seasons, in addition, these water sources are prone to contamination during rainy seasons due to people's settlements along the river banks. Ministry of Local Government, (1996) also identifies this as a challenge to its operations.

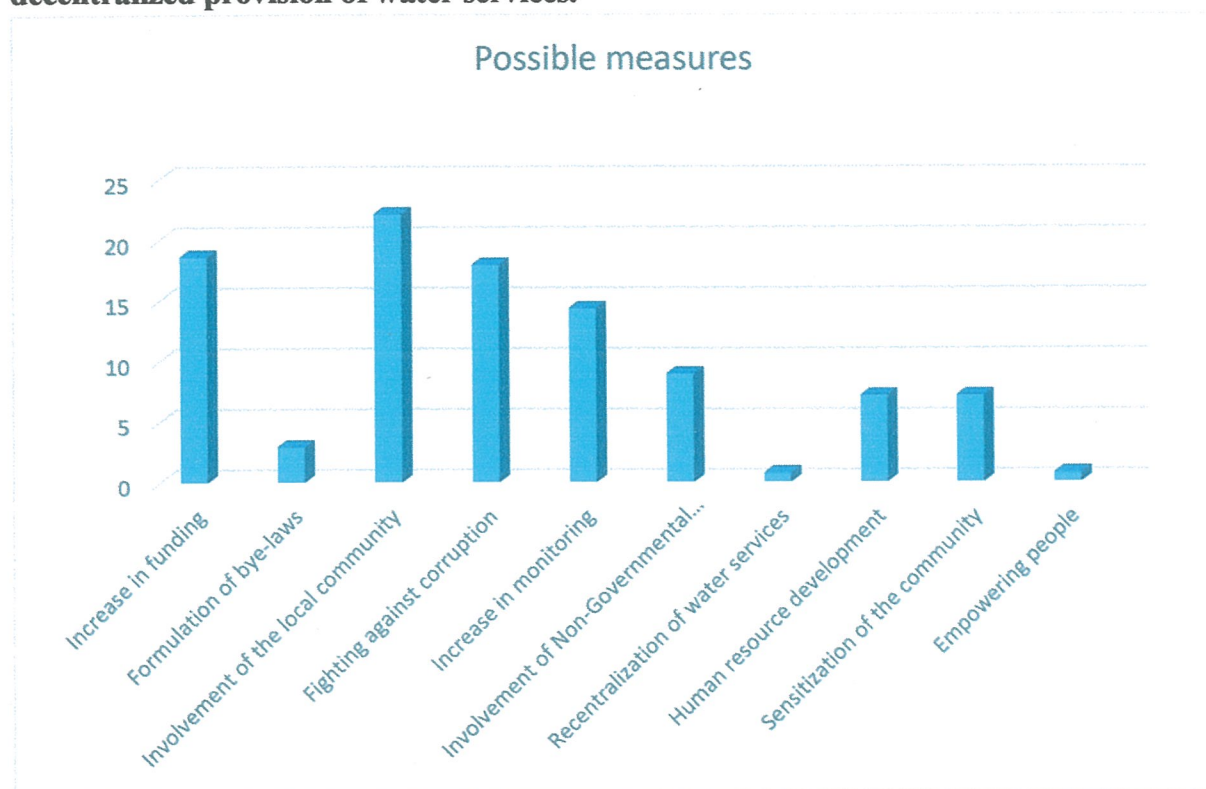
**Table.6. Possible measures of solving the challenges facing decentralized provision of water services.**

<b>Measure</b>	<b>Frequency</b>	<b>Percentage</b>
Increase in funding	26	18.6
Formulation of bye laws	4	2.9
Involvement of the local community	31	22.1
Fighting against corruption	25	17.9
Increase in monitoring	20	14.3
Involvement of Non-Government Organization and the Private sector	12	8.9
Recentralization of water services.	1	0.71
Human resource development	10	7.1
Sensitization of the community	10	7.1
Empowering people	1	0.71
<b>Total</b>	<b>140</b>	<b>100</b>

**Source;** Primary data 2016.

#### 4.4. Analysis of data

**Figure.6. A bar graph showing possible measures of solving the challenges facing decentralized provision of water services.**



**Source:** Primary data, 2016

**Increase in funding;** 26 (18.6%) of the responses noted that an increase in funding for the water sector by the central government can solve some of the challenges facing decentralization of water services like shortage of equipment. This can be done through increasing the annual District Water Grants given to the Local Governments (2011).

**Formulation of bye laws;** 4 (2.9%) of the responses noted that the local authorities should enact bye laws governing the use, care and maintenance of local water sources at the local level. This can solve challenges such as sabotage and misuse of water services among the people hence ensuring sustainability of water projects. This is in line with suggestions made by DANIDA, (2006).

**Involvement of the local community;** 31 (22.1%) of the responses indicated that allowing the community to participate in identification, planning, implementation, monitoring and decision making makes them feel that the project is really theirs and it makes them take responsibility and ensure that it exists across generations. This promotes sustainability of projects (Rwaboogo, 1994).

**Fighting against corruption;** 25 (17.9%) of the responses reported that anti-fraud laws should be tightened at all levels of water management both local and central. This can be done by formulating strict laws against misappropriation of water funds so that transparency and accountability can be promoted (NDP, 2006).

**Increase in monitoring;** 20 (14.3%) of the responses suggested that monitoring of water contracts should be intensified to ensure that quality work that can last for long is done by contractors, likewise the existing water projects should be evaluated periodically to ensure that they serve the intended purpose as suggested by UNDP, (2006).

**Involvement of NGOs and private sector** 12 (8.9%) of the responses suggested that allowing private sector participation in the provision of water and sanitation services to supplement the role played by the government can make decentralization a success. This can be done by allowing local companies and NGOs to manage water services in sub counties and municipalities so as to extend water services to the people as suggested by Villedsen, (1996).

**Human resource development;** 10 (71%) of the responses suggested the need for capacity building to increase technical knowhow and professionalism among water service providers so that their skills to plan, budget, design, supervise and implement policies governing water and sanitation in their localities can be improved. This can be done through conducting workshops, seminars and training of local service providers so as to improve their ability to deliver better water and sanitation services (Nsibambi, 1998).

**Empowering people;** 1 (0.71%) of the responses expressed the need for economic empowerment of the local people at district and sub county level. This can be through diversifying the economy to enable especially rural farmers engage in different economic activities in addition to farming and opening up more markets for them so that they can have

more incomes to enable them afford the use of piped water provided by district and sub county water authorities (Rwaboogo, 1994).

**Sensitization of the people;** 10 (7.1%) of the responses suggested that people should be informed and sensitized to be responsible in the way the utilize water resources through caring, protecting, cleaning, and general maintenance of water projects so as to promote sustainability. Villadsen, (1996) gives this suggestion as well.

However, 0.71% Of the respondents suggested that provision of water services should be recentralized. These were mainly the elite respondents who sighted the weak financial management system within which decentralized provision of water services operates

## **CHAPTER FIVE**

### **SUMMARY, CONCLUSIONS AND RECCOMENDATIONS**

#### **5.0. Introduction.**

This chapter presents the summary of the findings according to the objectives of the study which included; establishing the impact of decentralization policy on service delivery in water sector, the challenges facing water service delivery in a decentralized setting and possible solutions to the above challenges facing decentralization policy on water sector service delivery in Bukwo Sub-county, Bukwo District. However, background characteristics of respondents have been discussed first. Summary of findings is then followed by conclusions and finally the recommendations.

#### **5.1. Summary.**

This part presented the summarized results and interpretation (findings) based on the study objectives as established at the beginning of the study.

##### **5.1.1. The impact of decentralization policy on service delivery in the water sector in Bukwo Sub-county, Bukwo District.**

The study found that promotion of community based water initiatives as the leading impact of decentralization policy, followed by Sustainability of water projects in Bukwo Sub-county. This is in line with findings from interviews with the local leaders and civil servants who stated that decentralization policy has improved delivery of services in Bukwo Sub-county. The findings concur with studies done recently by water and environment (2016) team, who found that decentralization policy, had registered some achievements in improving people's standards of living as evidenced with a registered increase in the access of Safe drinking water at (11.7%). These among others included; increased community participation, quick response to water problems, efficiency and effectiveness, easy mobilization of people, promotion of accountability and agriculture, reduction of bureaucracy, and finally by promotion of local skills

#### **5.2. Conclusion.**

The introduction of decentralization in Uganda in 1995 as endorsed by the 1995 Constitution of the Republic of Uganda and the 1997 Local Government Act was primarily intended to improve delivery of water services through devolving of authority and resources from the central to local government units.

From the study findings, the researcher concluded that among the leading impacts of decentralization policy include; promotion of community based water initiatives and sustainability of water projects, while the leading challenges affecting the effectiveness of decentralization policy in trying to implement its activities in the water sector include; corruption, limited participation by the community and inadequate funding.

In the water sector, decentralization has in some cases worked out by bringing services closer to the people, promoting popular participation of the local community in decision making about affairs of water and sanitation services which has been seen as a booster for sustainability of water projects among others.

However, decentralization in some cases has not yielded fruit due to corruption among the authorities managing the water sector, inadequate human resource capacity at local levels, and inadequate funding to mention a few. These make it hard to realize efficiency in provision of water services.

Immediate measures such as elimination of corruption and increase in the funding of the water sector should be put in place so as to improve decentralized provision of water services.

### **5.3. RECOMMENDATIONS**

Basing on the data obtained from the field, the following recommendations can be made;

The central government should increase funding of the water sector by increasing water grants given to every District. This should be done by lobbying for funds from donors such as the IMF, WB, ADB and other donors so that efficiency can be realized.

Every Local Government should enact bye laws that govern the use, maintenance and responsibility of people in the utilization of water services. This should be done throughout village, parish, and Sub County and District levels.

The local community should be allowed to participate in identification, planning, implementation, monitoring and decision making makes them feel that that the project is really theirs and it makes them take responsibility and ensure that it exists for long

Anti-fraud laws should be tightened at all levels of water management both local and central. This should be done by formulating strict laws against misappropriation of water funds so that transparency and accountability can be promoted.

Monitoring of water contracts should be intensified to ensure that quality work that can last for long is done by contractors, likewise the existing water projects should be evaluated periodically to ensure that they serve the intended purpose.

Private sector participation in the provision of water and sanitation services to supplement the role played by the government should be encouraged. This should be done by allowing local companies and NGOs to manage water services in sub counties and municipalities so as to extend water services to the people.

There is need for capacity building to increase technical knowhow and professionalism among water service providers so that their skills to plan, budget, design, supervise and implement policies governing water and sanitation in their localities can be improved. This should be done through conducting workshops, seminars and training of local service providers so as to improve their ability to deliver better water and sanitation services.



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## APPENDICES

### APPENDIX: 1

#### a) Questionnaire for community respondents

##### Bio data

1. Name.....
2. Age .....
3. Sex .....
4. Education level.....

##### Impact of decentralization on water service delivery

5. How has decentralization impacted on water service delivery in this area?  
.....
6. Which other impact has decentralization had on o water service delivery in this area?  
.....

##### Challenges facing decentralized provision of water services

7. What are the major challenges facing decentralized provision of water services?  
.....
8. What are other challenges facing decentralized provision of water services?  
.....

## Possible ways of solving the challenges facing decentralized provision of water services

9. What should be done by the following stakeholders to improve decentralized provision of water services?

a) Local community.....

b) District Local Government.....

.....

.....

.....

c) Central Government.....

.....

.....

.....

.....

*Thank you*

**b) Questionnaire local leaders**

Bio data

1. Name.....
2. Age .....
3. Sex  
.....
4. Education  
level.....

**Impact of decentralization on water service delivery**

10. How has decentralization impacted on water service delivery in this area?  
.....
11. Which other impact has decentralization had on o water service delivery in this area?  
.....

**Challenges facing decentralized provision of water services**

12. What are the major challenges facing decentralized provision of water services?  
.....
13. What are other challenges facing decentralized provision of water services?  
.....

**Possible ways of solving the challenges facing decentralized provision of water services**

14. What should be done by the following stakeholders to improve decentralized provision of water services?

d) Local community.....

e) District Local Government.....

f) Central Government.....

15. What else do you think should be done to improve decentralized provision of water services?

.....

*Thank you*

## **APPENDIX: 2**

**Introductory letter from the College of Humanities and Social Sciences.**



**KAMPALA  
INTERNATIONAL  
UNIVERSITY**

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E-mail: admin@kiu.ac.ug \* Website: <http://www.kiu.ac.ug>

**Office of the Head of Department**

**26<sup>th</sup> September, 2016**

Dear Sir/Madam,

**RE: INTRODUCTION LETTER FOR MS. CHEPTENGAN VIOLET,  
REG. NO.BDS/41644/133/DU**

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

She is currently conducting a field research for her dissertation entitled,  
**DECENTRALIZATION DELIVERY IN THE WATER SECTOR IN BUKWO SUB-COUNTY BUKWO DISTRICT UGANDA.**

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

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

Any assistance rendered to her will be highly appreciated.

Yours truly,

Ms. Anembabazi Rosette

**HOD, Development, Peace and Conflict Studies**



### APPENDIX: 3

Map showing Bukwo District in Eastern part of Uganda



#### KEY



BUKWO DISTRICT