

**ROLE OF NGOS IN PROVISION OF SOCIAL SERVICES IN MBIRIZI SUB COUNTY  
LWENGO DISTRICT; A CASE STUDY OF LWENGO DISTRICT**

**BY**

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**A RESEARCH DISSERTATION SUBMITTED TO THE COLLEGE OF HUMANITIES  
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**SEPTEMBER, 2017**

### DECLARATION

I Tukundane Judith, declare that this is my original work and to the best of my knowledge, it has never been submitted to any University by anybody else or institution for a degree award.

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### APPROVAL

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## **DEDICATION**

I have dedicated this work to my beloved parents, my brother Mugisha James, friends and all those who have been there ever since I joined school. God bless you my people.

## **ACKNOWLEDGEMENT**

I acknowledge that my success is due to the Almighty God who has enabled me to produce this work and the entire course at large.

Since dissertation writing, data collection, presentation and analysis is a tiresome exercise, I had to get into contact with well informed elites for guidance and also published literature by several authors thus I send appreciation to them.

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## **LIST OF ABBREVIATIONS**

ACBF	-	African Capacity Building Foundation
ADB	-	African Development Bank
AGF	-	Africa Governance Forum
AIDS	-	Acquired Immune Deficiency Syndrome
CD	-	Capacity Development
HIV	-	Human Immune Virus
NGOs	-	Non-Governmental Organization
OECD	-	Organisation for Economic Co-operation and Development
UN	-	United Nations
UNBS	-	Uganda National Bureau of Standards
UNDP	-	United Nations Development Programme
UNDP	-	United Nations Development Programme
UNESCO	-	United Nations Educational, Scientific and Cultural Organization
UNICEF	-	United Nations Children's Fund
UPE	-	Universal primary education
USA	-	United States of America
USAID	-	United States Agency for International Development
WHO	-	World Health Organization
WTO	-	World Trade Organization

## ABSTRACT

This study sought to find the Role of NGOS in provision of social services in Mbirizi sub county Lwengo district; a case study of Lwengo district. This study intended to examine the role played by NGO's as far as provision of social services is concerned in Sub-County, Lwengo district, with the following specific objectives. (i) To find out the role of NGOs in Social service delivery in Lwengo District. (ii) To analyze the challenges faced by NGOs in their provision of social services in Lwengo district. (iii) To investigate the solutions to such challenges. (iv) To find out the relationship between NGOs and the social service delivery in Lwengo district.

The researcher used both a descriptive cross sectional survey design which included both qualitative and quantitative method of data collection, the quantitative method was used to collect numerical data in form of numbers representing particular facts or measurements which helped the researcher to obtain information from respondents in depth.

From the Findings Data analysis that was done using SPSS's descriptive statistics, it was found out that the "male" category had the highest number of responses with 51.33% than the "female" category. In regard to respondents' age, it was found out that respondents within the age range of "18-30" had the highest percentage from the overall percentage and Concerning the level of education it was observed that more respondents with "Primary" had the highest percentage as compared with other variables. Lastly in regard to position of stay by respondents in Lwengo district, it was observed that majority of the respondents have been in have stayed in the Mbirizi Sub County Lwengo district for a long period of time ranging between "10years and above".

From the conclusion it indicates that nongovernmental organizations activities have a direct relationship with development as per the evidence showed by the findings of the study that renders non-governmental organizations developmental bodies in the places they exist because of majorly improving people's welfare through service provision for development. This study has drawn attention to the importance of the role of NGOS in provision of social services.

From the recommendation of the study, if the social service delivery by NGOs is to be made more effective and successful, NGOs must strive to embark on servicing people instead of looking at short term profits and this must be accompanied by coordination with both government and local people in Mbirizi sub county.

## **CHAPTER ONE: INTRODUCTION**

### **1.0 Introduction**

This chapter is concerned with the introduction, background of the study, problem statement, scope of the study, its significance and the conceptual framework to show the dependent and independent variables.

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

Non-governmental organizations have a history dating back to at least 1839: later. Rotary International was founded in 1905. It has been estimated that by 1914 there were 1083 NGOs. International NGOs were important in the anti-slavery movement and the movement for women's suffrage and reached a peak at the time of the World Disarmament Conference. However, the phrase "non-governmental organization" only came into popular use with the establishment of the United Nations Organization in 1945 with provisions in Article 71 of Chapter 10 of the United Nations Charter for a consultative role for organizations which are neither governments nor member states (Feegen, 2002).

The emergence of the Non-Governmental Organization sector is a significant phenomenon from the standpoint of development. By playing an important role in development through provision of social services in the different parts of the World including Uganda like for the case study of Lwengo district, this sector has earned its own identity all over the world. Over the last several decades, the meaning, nature and scope of development have undergone considerable changes. The NGOs have emerged as 'third sectors' with a view to addressing the needs of development and service delivery (Holloway, 1995). NGOs have emerged as significant sector in Bangladesh's development scene only in the 1970s.

During the colonial period, most NGO activity in Uganda was restricted to humanitarian and missionary causes. There was, however, a formalization of voluntary services led by churches, primarily in education and health care. During the early post-colonial era, indigenous NGOs were not very active. This was reflective of the repressive political situation as well as the socio-cultural

climate in the country at the time. Churches, however, remained significant during the Amin's regime when most managers of NGOs either fled the country or cancelled services.

In the virtual disintegration of the state under the governments of Milton Obote and Idi Amin, it became necessary to incorporate autonomous self-help organizations and NGOs to fill in the vacuum (Declutch, 1998). However, there was specific attention given to the PWDs in the postcolonial times in Uganda.

Since 1986, there has been a rapid proliferation of both indigenous and international NGOs in Uganda (Kwesiga and Ratter, 1993). By 1995, more than 1200 NGOs had been registered with the Ministry of Internal Affairs (Barton and Bizimana, 1995). NGOs include locally constituted agencies, locally based international agencies, and external organizations. NGOs provide many forms of support to communities, including religious, educational, literary, agricultural, social or charitable to different categories of people in society including PWDs. NGO's contributions can also be classified as technical (capacity building, skill and knowledge); resources (equipment, supplies and funds); liaison/linkages with other agencies and advocacy. In the period of relative peace since 1986, there has been a shift in focus of the NGO activity from relief to development (Kwesiga and Ratter, 1993).

In recent days, the role of NGOs engaged in the developing countries of the third world like Uganda has become a highly discussed topic and in today's world the lives of people are centered and oriented on the villages that NGOs' involvement in community work is vital. Over the Last two decades, the NGO sector has performed as a major factor in facilitating the process of institution building of the poor at the grassroots as well as bringing PWDs to the development frontiers (Clark, 1991). It's therefore upon this background that the researcher intends to investigate the roles played by NGO in providing to

## **1.2 Statement of the problem**

Non Governmental Organization play vital role towards effective service delivery not only in but also in Uganda as a country. In general they help in environmental protection and political stability which has improved the development pattern with environmentally, sound id sustainable development which have activated a sense of common purpose on behalf of all sectors of society.

However, the extent of NGO's contribution to provision of social services is not sufficiently documented because of the great challenges such institutions face for instance financial problems, lack of cooperate workers, failure to unite with people they serve, poor government policy and competition amongst themselves, however if the policies like donations, favorable working conditions, use of the media and the findings from the research are put into consideration, NGOs will be looked at being effective in provision of social services to all people in Uganda. Thus it is the above incidences that have caused the researcher to carry out research on the challenges faced by NGOs in development of Uganda (UBOS. 2003).

### **1.3 The purpose of the study**

“To examine the role played by NGO's as far as provision of social services is concerned in Sub-County, Lwengo district”.

### **1.4 Objectives of the study**

#### **1.4.1 General objective of the study**

“To find out if NGOs have contributed much to the provision of social service.

#### **1.4.2 Specific objectives**

- i. To find out the role of NGOs in Social service delivery in Lwengo District
- ii. To analyze the challenges faced by NGOs in their provision of social services in Lwengo district.
- iii. To investigate the solutions to such challenges.
- iv. To find out the relationship between NGOs and the social service delivery in Lwengo district.

### **1.5 Research questions**

- i. What are the roles of NGOs in Social service delivery in Lwengo District
- ii. What are the challenges faced by NGOs in their provision of social services in Sub-County Lwengo district?
- iii. What is the relationship between NGOs and the social service delivery in sub county Lwengo district?

- iv. What are the solutions to such challenges faced by NGOs in their provision of social services in Sub-County Lwengo district?

#### **1.5.1 Significance of the study**

- i. To the district, it will enable it enrich the existing knowledge base in Mbirizi sub county Lwengo - district concerning the role of NGOs in provision of social services.
- ii. To the researchers, it will help them to acquire more knowledge on how NGOs influence social service delivery in Mbrizi sub county Lwengo district.
- iii. To the government, it will help them to realize the need to check the performance of NGOs towards social service delivery in Mbirizi sub county Lwengo district.

### **1.6 Scope of the study**

#### **1 6 1 Geographical scope**

The study was carried out in Lwengo district found in the central region of Uganda the land covers a surface area of 914.7km<sup>2</sup> (353.2sqmi), with a population at about 267,300 (2012 estimate), the district is bordered by Sembabule District to the North, Bukomansimbi District to the Northeast, Masaka District to the east, Rakai District to the South, and Lyantonde district to the West. Lwengo is 45 kilometers (28mi), by road, West of Masaka, the nearest large city. The coordinates of the district are: 00 24S, 31 25E.

#### **1.6.2 Content scope**

The research is all about the roles played by the NGOS in provision of social services in Lwengo district, finding the relationship between NGOs and the social services, well as the challenges facing NGOs and the solutions to the challenges.

#### **1.6.3 Time scope.**

The research will take a time period of 4 months that is from April to July 2017.

### **1.7 Definition of key terms**

#### **17.1 NGOs**

A non-Governmental Organization (NGO) is a legally constituted organization created by natural or legal persons that operates independently from any government. In the cases in which NGOs

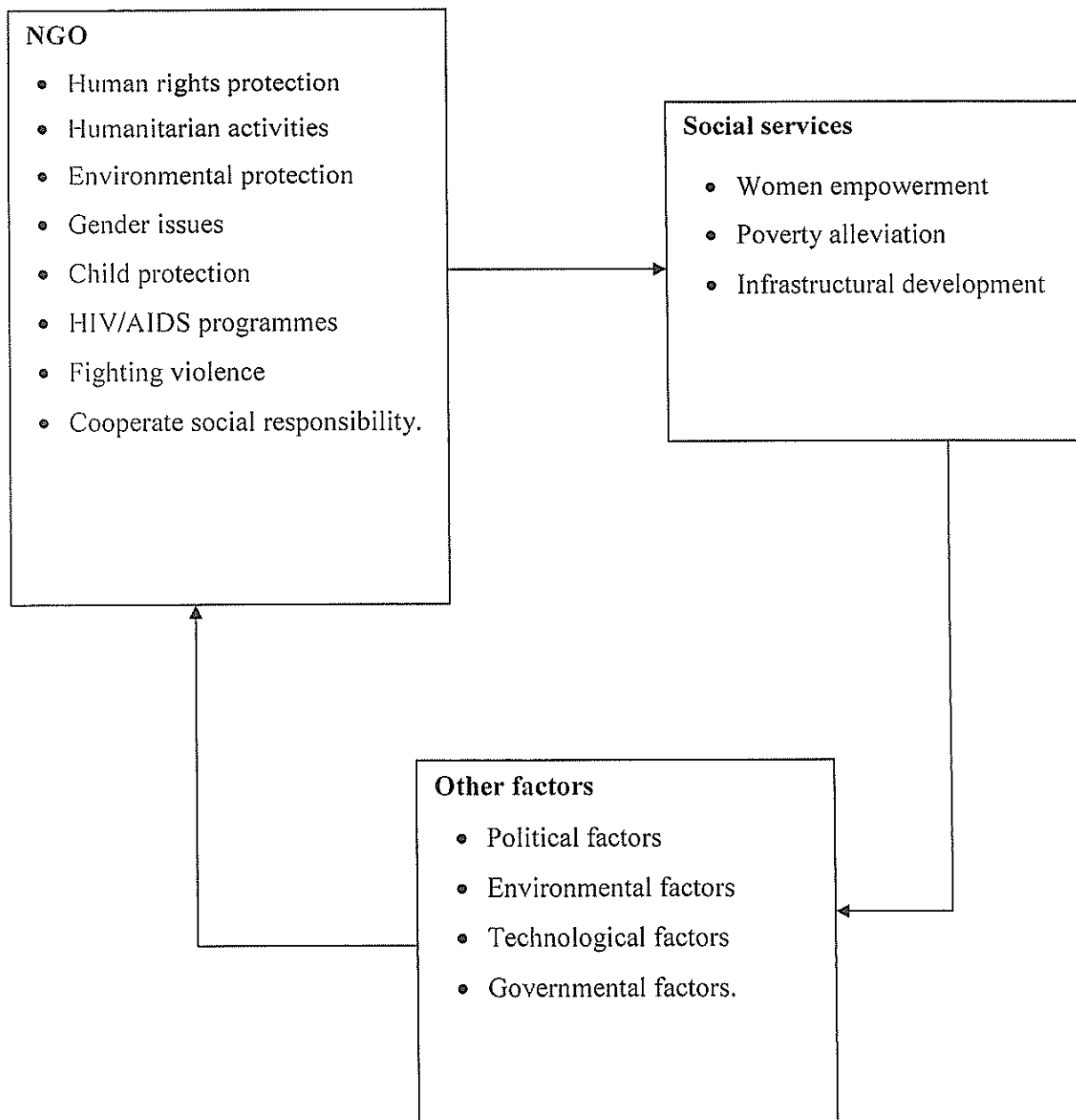


are funded totally or partially by governments, the NGO maintains its nongovernmental status by excluding government representatives from membership in the organization. The term is usually applied only to organizations that pursue some wider social aim that has political aspects, but that are not overtly political organizations such as political parties.

### **1.7.2 Social services**

Social services are defined as interventions aimed at addressing the needs and problems of the most vulnerable populations including those stemming from violence, poverty, family separation, physical and mental disability and old age. Examples are rehabilitation, home help services, foster care and adoption, meals services, day care, residential care and other support services provided by social workers or related professions.

### 1.8 Conceptual Frame work of the study



Source: Reviewed by Researcher 2017

## **CHAPTER TWO**

### **LITERATURE REVIEW**

#### **2.0 Introduction**

This chapter presented a review of literature relating to the variables under investigation; it presented the literature review in accordance to the specific objectives of the study. The related literature was presented with the objectives of the study and cited to suit the role played by NGOs in delivery of social services in Uganda.

#### **2.1 NGO's Act**

NGOs are governed by the NGO Registration Act of 1989 which as amended h\ the NGO Registration Amendment Act 2006. The NGO Registration Act 1989 defines an organization” as “a nongovernmental organization established to provide voluntary services, including religious, education, literary, scientific, social or charitable services, to the community or any part of it.” (NGO Registration Act, section 1(d)). Examples of NGOs include umbrella NGOs. intermediary organizations, specialist organizations, and local, national and international NGOs (Constitution of the Republic of Uganda 1995).

The NGO Registration Act defines as covered “organizations” those providing charitable services to the community or any part of it” NGO Registration Act, section 1(d). The Act, however, does not define the term “charitable services.” Nor does the Trustees Incorporation Act Define “charitable purpose” as the term is used in the section on establishing a trust (Constitution Of the Republic of Uganda 1997).

#### **2.2 Characteristics that distinguish NGOs**

An organization may be correctly labeled an NGO if it has four characteristics identified by the Commonwealth Foundation, a London-based NGO study group. These characteristics are included here, with the permission of the Commonwealth Foundation, from its 1995 publication Non-Governmental Organizations: Guidelines for Good Policy and Practice (Nyarnugasira, 2002).

To begin with Voluntary, NGOs are formed voluntarily by citizens with an element of voluntary participation in the organization, whether in the form of small numbers of board members or large numbers of members or time given by volunteers (Smith. 2005).

Besides that they are characterized by Independence that is to say NGOs are within the laws of society, and controlled by those who have formed them or by elected or appointed boards. The legal status of NGOs is based on freedom of association one of the most basic human rights. The International Covenant on Civil and Political Rights developed by the United Nations in 1966 and since ratified by 135 countries, grant the right to assemble (UNICEF, 2004).

Not-for-profit is also another characteristic of NGOs whereby they are not for private personal profit or gain. NGOs may, in many countries, engage in revenue-generating activities, but must use the revenue solely in pursuit of the organization's mission. Like other enterprise, NGOs have employees who are paid for what they do. Boards are not usually paid for the work they perform, but may be reimbursed for expenses they incur in a course of performing their board duties (Makoba. 2002).

Not self-serving in aims and related values. The aims of NGOs are to improve the circumstances and prospects of people and to act on concerns and issues detrimental to the well-being, circumstances or prospects of people or society as a whole (Hallward.2006).

### **2.3 Types of social services delivered by NGOs**

Basic social services include a wide range of activities, the most common ones being basic education, basic health care facilities and water and sanitation. Provision of shelter is also often included in the context of the urban poor. Another major item is infrastructure which may include numerous elements. The focus in the literature has largely been on areas of rural roads and services pertaining to municipality jurisdiction. The case of extension service, which is common to education, health and water and sanitation, is also applicable in the case of agriculture and it is often perceived as a social service. There are many other activities such as combating drug abuse, old-age security and rehabilitation of people living with HIV/AIDS which would normally be included under social service (Edwards Michael. 2006).

With increased awareness, most social services now have markets. In addition, the share of private individuals in the total cost for the services they receive has persistently increased over time. For example, children attending state-run schools often pay high prices for private tutoring. Similarly, household expenses on medical care are often quite large but do not get included in public expenses incurred in delivering such a service. More interestingly, markets of these services have now gone beyond political borders. Thus, provision of health care service for example, in Singapore or Thailand, may benefit the people in South Asia who often seek medical treatment in those countries. This is also true in the field of education (UNAIDS, 20U3)

## **2.4 Types of NGOs in Uganda**

This study examines the efficacy of NGOs by category and assesses their capacity to serve their constituencies or fulfill their functions. It also highlights their constraints in their attempts to meet their expectations.

### **Category 1: NGO Umbrella Networks**

The main problem with Uganda's NGOs is that they are numerous, small, uncoordinated or fragmented and they lack a common agenda or vision.

Ideally, a united force of NGOs would have served to strengthen NGOs ability to present common positions on issues related to their constituencies or policies. Unfortunately this has not been the case. In attempt to achieve this noble objective, 2 umbrella NGOs have come into existence:

- (i) Development Network of Indigenous Voluntary Associations (DENIVA)
- (ii) The Uganda National NGO Forum.

(i). DENIVA's main objectives are: to facilitate networking, free exchange of resources and information to maintain the highest levels of self-regulation among NGOs and to provide guidelines on national development policies. On the basis of these objectives DENIVA has 170-member organisations countrywide.

DENIVA has been successful in linking with its affiliates especially with rural based NGOs. For

example, together with ACFODE and Uganda Rural Development and Training Programme (URDT) based in Kibale district, were able to put up a programme geared at training volunteers in rural areas. However, some quarters of NGOs do think that DENIVA is "impotent" when it comes to policy advocacy and political issues in which the NGOs should have had say. For instance, while DENIVA organised some seminars representatives of its member organisations on constitutional issues, it neither presented a memorandum to the Constitutional Commission nor advocated a policy position on any contentious issue to be considered by the Constituent Assembly which debated the new constitution during 1994-95 period. Despite this shortcoming, DENIVA was able to house the infant Uganda Debt Network at Makerere hill until it was able to secure its own premises at Mawanda Road.

## **(ii). The Uganda National NGO Forum**

The NGO Forum is a young organisation. The idea to form it came up in 1998. NGO Forum like some other NGOs came into existence partly as a result of dissatisfaction with the networking between NGOs that existed hitherto.

Although the officials of the NGO Forum do not directly criticize DENIVA, they seem to be dissatisfied with it. The NGO Forum officials argue that the desire for them to form the NGO Forum arose because there was no such a forum to unite both "indigenous" and "foreign NGOs." In their Strategic Conceptual Framework for Action, 1999 - 2001, the NGO Forum declares as follows: "The need for collective action towards root causes of issues like poverty, deprivation etc, is obvious. The Uganda National NGO Forum pledges:

Clearly the position taken by the NGO Forum is to activate advocacy on issues relating to the NGO sector and to lobby government to allocate resources equitably. So far more than 600 member organisations have enlisted their support for the NGO Forum. But how different is NGO Forum from DENIVA? The NGO Forum has declared to ensure among other things, to build an NGO sector that is capable of ensuring "accountability and transparency of government and any other such institutions." Furthermore, the NGO Forum declares its mission as follows:

(NGO Forum Strategic Conceptual Framework for Action p.2).

The key distinguishing feature between NGO Forum and DENIVA is the strategic stand that the

NGO Forum takes to dialogue with government on policy issues, which DENIVA has not done successfully.

Whether it is for its declared objectives or any other reason the NGO Forum has been denied Registration Board. This demonstrates the double standards of government. While some observers tend to pass the NRM as sufficiently liberal in terms of allowing most shades of opinions and associational life to exist, its NGO Registration Board slammed its door at the NGO Forum. Another important point to note is that, between the NGO Forum and DENIVA, all is not well. In spite of DENIVA being a member of the NGO Forum, quiet rivalry and smear campaign takes place on each other's programme. This will certainly not auger well for the efforts towards networking for common goal.

## **Category II - Advocacy Organisations**

To a large extent, almost all organisations engage in one of advocacy or another. However, we use the term "advocacy" a bit more carefully to connote that an NGO pushes for specific positions and sometimes, that may be the reason for its existence. In this category are NGOs which work for human rights, women's' rights, children rights, the rights of the people with disabilities etc.

- (i) Human Rights Advocates: These are very many but notable amongst them, are the Foundation for Human Rights Initiative (FHRI); which has advocated amongst other issues for the abolition of death sentence, the rights of prisoners. This year the FHRI published a country report on the state of human rights in Uganda. The FHRI which attracts funding from the British High Commission, Norway, DANIDA and other donors has tended to engage in programmes which though popular with people are less confrontational with the government. Besides, it is one of those organisations, whose top leadership has not changed for nearly ten years.
- (ii) Advocating for Women's Rights: Most women's organisation have an element of advocacy for women's rights. Although the list of women's organisations is too long to be reproduced here, the key actors are: Uganda Women's Network (UWONET), National Association of Women's Organisations of Uganda (NAWOU), Action for Development

(ACFODE), Forum for Women in Democracy (FOWODE), FIDA (Uganda) and others.

UWONET is a Women's network formed by the independent women's organisations. Since its foundation in 1993, it has focused on advocacy for women's issues including: putting up a database on Ugandan women in specialised fields of training, campaigning for increased number of women in parliament and local government, and campaigned against gender violence. In addition, UWONET has commissioned studies on "Women and Structural Adjustment" and more recently, has done another study on "Women access to land in Uganda". Although UWONET has a declared objective of promoting and ensuring Women's access to power and decision making, there is no evidence of what they have practically done to attain that objective. A critical point to observe is the fact that UWONET relies totally on donor funding.

ACFODE is one of the most dynamic amongst the women's organisations in Uganda. ACFODE presented a memorandum to the Constitutional Commission emphasizing several areas in which women were marginalised, which therefore needed redress. Besides, ACFODE in 1994 launched a popular programme known as the "LINK PROGRAMME" which collected views from the people from the voters countrywide, which were later made known to the delegates in the Constituent Assembly and helped to shape the debate on some issues. The "LINK" Programme was meant to link the delegates to the Constituent Assembly with their constituencies. The views of the constituencies were published in a newsletter every two weeks and deposited in pigeonholes of all the delegates. In addition, the programme sponsored radio and television programmes known as the "LINK" programmes which allowed free debate on any contentious issues. No other organisation in Uganda played such a critical role in the debate in the making of Uganda's new constitution. Today, ACFODE sponsors needy girl children in primary schools, carries out civic education, and funds women's small income generating projects in addition to training them in basic skills. Although ACFODE is one of the few Urban based organisations that reach out to rural people, almost all its programmes are foreign funded. While this is not necessarily negative, ACFODE members have not devised means of making the organisation self-sustaining. In terms of its relations with the state, ACFODE is one of those NGOs that prefer to "play it safe".



### **Forum for Women in Democracy (FOWODE)**

Founded under the leadership of the charismatic Winnie Byanyima, outspoken Member of Parliament for Mbarara, FOWODE has done a great deal in organising forums for women in leadership positions in the country. FOWODE was founded in the aftermath of the making of the new constitution i.e. in 1995. FOWODE has a total membership of 50 people, mainly Members of Parliament and policy makers. It claims success in lobbying for lowering of higher education requirements for Local Council Chairpersons and one-third representation of Women on local councils. It also trains women legislators in political and parliamentary skills. It organises seminars for policy makers on policy issues with the intention of influencing policy direction. It has plans to undertake studies on gender issues in public service and allocation of government contracts with a view of assessing the possibilities of women's participation in securing such contracts. FOWODE is one organisation that is bold enough to say its mind to government "without fear or favour".

### **Category III - Lobbyists**

In this category, one of the outstanding NGOs is the Uganda Debt Network (UDN). The Uganda Debt Network founded in 1995 has engaged both the government as well as the international community on the critical issues of the debt burden, the country bearing. Uganda has foreign debts amounting close to 4 billion United States dollars. The Uganda Debt Network is a consortium of NGOs and individuals lobbies policy makers and donors on reduction and writing off some of the debts the country owes to the Multilateral organisations. UDN uses media advocacy campaign, lobbying members of parliament and policy makers in the Ministry of Finance and at the Bank of Uganda. For its part UDN claims that its effective campaign has added weight to the negotiations which have resulted in Uganda being considered amongst the first countries to benefit from the Highly Indebted Poor Countries (HIPC) Initiative of the World Bank. According to the UDN Uganda is to obtain a facility of US\$ 650 million in debt relief. UDN received letter of compliment for its, advocacy on this issue from the Minister of Finance dated 14 April 1998 that reads in part:

The UDN is one of the few NGOs which has come up with an original idea that seems to have worked successfully in terms of policy intervention. Particularly important is the fact that UDN's

initiatives on debts have found the support of the government officials. The UDN is an active member of Anti-corruption Coalition of Uganda (ACCU). The question that arises is whether it will receive similar support from government officials for the crusade against corruption much as it received for debt campaign

#### **Category IV: "Civic" Organisations**

All NGOs serve a civic purpose. However in this context civic activity is used to imply these organisations that engage directly in activities that overly or implicitly deal with politics or engage the state influencing the way power relations take place in society. We have noted that in Uganda most NGOs prefer to "play it safe" with the state. Most organisations claim that they are developmental or relief organisations in order to avoid confrontation with the state.

Despite the glaring apathy or "apolitical" tendencies that characterise NGOs in Uganda, some NGOs have declared objectives of engaging the state or influencing its political activities. Some of the NGOs in Uganda, which have worked towards this end include: Foundation for African Development (FAD), National Organisation for Civic Education and Elections Monitoring (NOCEM), The Uganda Think Tank Foundation, and The Uganda Joint Christian Council.

Foundation for African Development is one the oldest NGOs in Uganda. Supported largely by the Konrad Foundation of Germany, it has been long been associated with the Democratic Party (D.P). Over the period when the D.P leadership was closely associated with NRM government in its early years in power, FAD took to a low profile by engaging in seminars on rural development and other similar activities. FAD regained true stance during the period of constitution making process. FAD organised seminars and workshops on constitutional issues clearly playing a role of influencing the kind of constitution it envisaged as suitable for Uganda. It sponsored debates that brought both NRM officials and other stakeholders together. FAD is non-committal today as to whether it achieved its objectives in the constitution making or not. After the constitution making, FAD has again taken a low profile. It is important to point out that FAD found some problems with the N1uVI officials. As it organised seminars, it reached a point where some NRM officials were invited and they simply turned down the invitation. The top NRM officials actually reached a point where they branded "too political".

### **National Organisation for Civic Education and Election Monitoring (NOCEM):**

NOCEM is a consortium of NGOs that are engaged in civic education and elections monitoring as its name suggest. NOCEM came into existence during the process of constitution making. It received a grant from USAID, which enabled it to establish itself and to carry out its activities. It carried out civic education during the elections for delegates for the Constituent Assembly in 1994. It also monitored those elections. NOCEM was able to point out some of the irregularities that characterised that election. For this reason, the District Administrator (DA) of Mpigi District banned its activities in her district. The president was also critical of its method of work, blaming it as "biased" in its civic education.

Perhaps due to this so-called bias the whole exercise of civic education was assumed by the Electoral Commission during the presidential and parliamentary elections of 1996. The Electoral Commission insisted that local NGOs which were interested in civic education had to form an umbrella organisation and work together. The donors, too, perhaps agreeing with the Electoral Commission claimed that NGOs carrying out civic education were fragmented and un-coordinated and therefore duplicating one another's work with numerous other organisations under a newly formed organisation called Civic Education Joint Committee (CEJOCU). CEJOCU itself was mismanaged and unco-ordinated to the effect that local NGOs civic education was ineffective.

The chairperson of NOCEM however was not silenced by these manoeuvres. She remained vocal and critical of the way the elections were handled. In the aftermath of the presidential and parliamentary elections, she was nominated by President Museveni as a Judge of the High Court of Uganda, the position she has since held. The fate of NOCEM seems to have been tied to her dynamism, it is now silent.

### **The Uganda Joint Christian Council (UJCC)**

This is an ecumenical organisation of Christian churches. It has existed for decades now. It was very vocal during Amin's and Obote II times, condemning atrocities that used to take place such as "disappearance" of civilians and civic leaders. When the NRM came to power, it welcomed the change of new leadership. It has not been as vocal during the NRM period. Compared to their

Kenyan counterparts, the UJCC has only put up a few mild statements about the war that has ravaged the northern part of the country. The UJCC was part of the CEJUCO. In fact, it was in the leadership of CEJUCO, which failed to carry out effective civic education during the Presidential and parliamentary elections of 1996.

### **The Uganda Think Tank Foundation**

This loose organisation that includes government officials, academics members of parliament and other civic leaders. It debates policy issues in seminars and workshops. Like FAD, it was very active during the constitution making period. It produced several position papers on constitutional issues. It has largely been supported by another German Foundation, Ebert Foundation. Again like FAD, the Think Tank Foundation has been relatively inactive in the post 1996 era.

### **Category V - Development Oriented Organisations**

Most scholars today acknowledge the fact that the state has failed in the development sphere. The alternative, amongst the donor community; is to be sought through the NGOs. The NGOs are said to have the advantage of being closer to the people where poverty and deprivation are rampant. It is contended that the NGOs possess the potential to empower the poor to overcome their debilitating conditions. According to Bazaara and Nyago (1999), there is a glaring conceptual problem with the NGOs that are engaged in poverty reduction projects. They conceive "the poor in terms of women, orphans and the disabled, which ends them targeting rich women or orphans leaving out poor men". This analytical problem apart, how do NGOs deal with the problem of poverty?

First, there are briefcase NGOs that claim to represent certain groups. On obtaining donor funds, they divert donor funds to personal use. Secondly, there are Western NGOs which claim to deal with the problem of poverty but the bulk of the funds end up in expatriate salaries or extensive studies that do not yield meaningful resolutions to the poor. Thirdly, there are church related NGOs which combine evangelism with rhetoric about poverty. Some churches actually extort the little that the poor have to themselves.

In actual fact, there are some NGO which are genuinely devoted to tackling poverty. These

include OXFAM, PLAN International, World Vision, Water Aid, DANIDA etc. These organisations have visible projects that tackle poverty. These organisations have taken advantage of the current decentralisation programme to reach the very poor and to involve them in their programmes. (1988)

#### **Category VI: Grassroots Organisations**

In the era Structural Adjustment Programmes (SAPS) poverty and deprivation have become rampant in rural areas and among the marginalised in rural areas. These categories of people have resorted to various survival strategies such as burial associations, revolving credit schemes, cultural associations etc. These groups are on the increase. However, what is happening amongst these organisations needs a thorough study. (Anheier 2005)

At the same time, cooperative societies which used to facilitate rural trade have all but collapsed due to liberalisation of the economy. The phenomenal collapse of cooperative movement has deprived the peasants of institutional framework for struggles for a better living. The peasants are now vulnerable to middlemen cheats who thrive on their ignorance of the market to make huge profits. (Anheier 2005)

Liberalisation has not affected the peasants alone, it has affected the workers as well. The vibrant labour movement that used to negotiate for better wages has virtually collapsed. Privatisation of government owned parastatals has ushered in layoffs, where the workers are either compensated with peanuts or walk away empty-handed. (Dictionary of Civil Society)

#### **2.4 Challenges faced by NGOs in delivery of social services in Uganda**

From a business interest perspective, many NGOs are indeed critical of transnational corporate interests. In that context then, NGOs are seen by them as “undemocratic”, when they are just as legitimate a part of civil society as businesses are. Furthermore, the business interests being spoken for are not exactly democratic themselves. The power wielded by just a handful of corporations is enormous, more than many nations, compared to NGOs and other segments of society. Business lobbies and related groups do not have even the theoretical accountability to

the public at large but to their industries and companies. Their resources and influence are immense (UNICEF, 2002).

Challenges of NGOs also come from another quarter: corporate-related interests. Because there are a number of development and social-justice oriented NGOs that criticize excesses of concentrated and corporate capitalism and because some of these criticisms are slowly spreading corporate funded research and think tanks are hitting back. As hinted further above, this is almost to be expected (Hallward, 2002).

Despite the growth of NGOs, the rural financial sector not only in Uganda but allover sub-Saharan Africa is largely underdeveloped, fragmented and not adequately integrated with the formal financial sectors. The costs of operations of NGOs are very high and are also generally higher than those of formal financial institutions since NGOs clients are generally located a distance from the branches and requires continuous monitoring. Interest rates are hence necessarily higher for loans obtained at NGOs than those on loans obtained from the formal financial institutions (Wagona, 2004).

In its original form, NGO's business was considered as charity. As a result the performance of the schemes was adversely affected by very poor loan recovery, inefficiency and high management costs which consequently led to under performance or collapse. The view that prevailed for many years was that borrowers were too poor to pay back their loans at commercial rates and therefore any loans to them must be prescribed David, 2004).

All in all, it has been established that NGOs can make and have made invaluable contributions to the social and economic development process of various countries. The successes and challenges of NGO partnerships have been demonstrated and documented in country international economic development reports and journals related to social development. Because of this documentation, individuals, agencies, governments, and financial institutions wishing to work with NGOs now have clearer guidelines for achieving success and avoiding the mistakes of the past (Hulme 2006).

### **The limited impact of capacity development**

A common critique of, and a significant obstacle to, capacity development strategies is that they do not lead to the proper development and absorption of capacity development. Capacity development does not consistently translate into effective learning and as a result, fails to promote sustainable change, which is the *raison d'être* of the capacity development approach. According to Berg (2000: 3), “virtually all the major instruments devised by donors over the past 20 years to strengthen state capacity have turned out to be ineffective, and creative responses to these failures have been few”. The EFA Global Monitoring Report (2007: 165) confirms that this is true also when it comes to education, in that “decades of ‘capacity building’ have not resulted in sustained institutional development necessary for the planning and implementation of development activities” and that “efforts to build capacity within education management systems in projects had been fragmented and largely ineffective”.

NGO work in this area is no exception. Research suggests that NGOs that are engaged in capacity development have been no more successful than other external actors. According to Clayton (2000: 15), “there is currently little evidence to show whether or not CSOs have been able to act as catalysts for improved public sector management through engagement with the state at the level of implementation of services”. USAID underscores this perception

As a consequence, Save the Children has decided to look further into the issues raised by capacity development and conduct research in order to “get a clear picture of the strengths and weaknesses of partner organisations (both government and NGOs)” (2004: 51).

As the example of Save the Children illustrates, it is difficult to operationalize and to measure the impact of these capacity development efforts. The emergence of new windows of opportunity for NGOs, and how NGOs have adapted accordingly, does not mean they have used these ‘spaces’ effectively. Research suggests that it may be too early to conclude that NGOs are efficient capacity developers because of their relatively limited involvement in capacity developing activities (compared to service provision), and the fragmented nature of NGO initiatives.

As Action Aid emphasizes, “the challenge now is how to translate credibility and capacity into real impact both nationally and internationally” (2002: 16). In order to have a positive impact on capacity development, it may be useful for NGOs to engage in the wider debate on the reasons for the general failure to develop capacities. However, the reasons for this failure in relation to NGOs are not identical to those encountered by donor agencies or other stakeholders involved in development. Three reasons that are linked directly to traditional NGO strategies and the relationship with government are worth mentioning.

### **Capacity development: too wide in theory, too narrow in practice**

Despite differing empirical interpretations of capacity development, most NGOs generally associate it with the traditional definitions of an all-encompassing, endogenous process occurring on all levels of society with the aim of developing sustainable capacities for development. NGOs approach the concept as an extension of their traditional activities, such as the promotion of ownership and participation with a community focus, and using context-specific approaches. In reality, however, capacity development approaches often translate into short-term, visible efforts such as funding (as in the example of Save the Children) or teacher training. A study on French NGOs’ understanding of capacity development (Sorgenfrei, 2004: 14) finds that they associate it with technical training and skills development in their Southern partner NGOs.

However, capacity is interpreted differently depending on the strategies and structure of the NGO in question: “While informants from humanitarian organisations that depend on the competencies of expatriates and volunteers to a great extent saw capacity building primarily as skills development aiming for professionalism and high quality operations, representatives from NGOs with a focus on long-term development and social transformation emphasised organisational and relational aspects linked to partnership and empowerment” (Sorgenfrei, 2004: 16). This corresponds to the distinction between examining development “as an underlying process of social change and as a targeted intervention” (Mitlin, Hickey and Bebbington, 2007: 1701). Whereas capacity development’s ultimate goal corresponds to the former, many NGOs focus excessively on the latter. INTRAC (Foley et al., 2006: 1) admits in this respect that “our capacity building has often been too instrumentalist in nature and has not always fostered a deeper analysis of the roles of multiple local actors and their contexts”.



### **Continued partnership reticence**

As mentioned, government scepticism of partnerships with NGOs has been pronounced, but many NGOs are equally sceptical of focusing on policy gains – they are afraid of being co-opted by government and getting “caught up in pursuing the agenda of the state and market rather than that of the poor” (Tembo, 2003: 527). Many prefer engaging with like-minded NGOs, forming networks and thus participating in coherent initiatives organized by, and for, NGOs. According to Materu, the bureaucratic nature of government can in fact be an obstacle for efficient NGO action: “The bureaucratic tradition of local government, hierarchic and directive, rather than flexible and facilitative can undermine the commitment of other stakeholders when Council representatives are seen to drive the process” (2001: 41). Hulme and Edward conclude in their book *NGOs, states and donors – too close for comfort?* (1997) that NGOs are getting too close to the powerful and too far from the powerless. For many NGOs, their presence on the ground in communities should remain at the core of their role in development – though the current tendency of INGOs is to concede this role to their Southern non-governmental partners. All in all, “several cases suggest that local governments and community and NGO organisations remain ‘unwilling partners’” (Materu et al., 2001: 40).

A related obstacle lies in inconsistent funding, which can lead to inconsistencies in capacity development and sustainability. Many NGOs underline that their ability to secure funds remains a key concern, even though those that work in education are generally well funded by donor agencies. In fact, some authors claim that Northern NGOs have their own agenda when it comes to sustained funding: “A survey by the British government in 1995 revealed that 80 per cent of NGOs surveyed opposed aid being channelled directly to Southern NGOs” (Degnbol-Martinussen, 1999: 149). The question of financial resources is also important in countries where agencies prefer to fund education directly through the government. This is closely linked to perceptions of NGO legitimacy and accountability. In Malawi (Kadzamira, 2002: 4), some donors are reluctant to use NGOs in the education sector because they have questionable financial management and human resource capacities. As a consequence, a number of NGOs have chosen to concentrate their efforts in other, more donor-attractive areas, such as HIV/AIDS and human rights.

## **2.5 Ways of delivering good services**

Working families in rural areas must rely on transportation not only to access work, but also to access the supports necessary to maintain employment. Whether they drive their own cars or use public transportation, rural residents face longer commutes to their workplaces, child care providers, and job training sites. Because they spend more time commuting, their children spend more time in child care, resulting in added expenses. Residents dependent on public transportation face even greater challenge (Henkin. 2006).

Deweese (2006) notes that nearly 40 percent of all rural residents live in areas with no public transportation and another 28 percent live in areas with limited levels of service. Relatively few rural welfare recipients own cars, so access to dependable public transportation is vital. Strategies to improve access to transportation include providing assistance so recipients can purchase and maintain private vehicles, vanpooling, using other agencies' vehicles, and encouraging employer-provided transportation.

Many rural residents may be discouraged from looking for work because they believe no jobs are available close to home. Providers can take an active role in disseminating information about nearby employment opportunities. Because local jobseekers are more likely to use informal networks to find work, providers should be encouraged to work very closely with local employers to identify and make job placements. Moreover, because employment opportunities are more limited in rural areas, providers may want to work with local employers to identify employers' skill needs and design training to impart these skills. To promote job retention, providers may also want to provide extensive backup support to new employees through coaching and mentoring (Alger. 2002).

Service demands in rural counties have risen at rates similar to those in metropolitan counties. During the past few years, most counties have noted an increase in administrative workloads related to devolution-related social programs. For example, Kraybill and Labao (2001) found that administrative duties related to child care increased in 78 percent of metropolitan counties and in 70 percent of rural counties that administer child care programs. Duties related to food stamp administration increased in 40 percent of metropolitan counties and in 38 percent of rural counties that administer food stamp programs (Kraybill, 2001).

The Medicaid administrative workload increased in 69 percent of metropolitan counties and in 61 percent of rural counties that administer Medicaid programs. The same study found, however, that the grant-seeking capacity of social service agencies in rural areas is much lower than the grant-seeking capacity of their counterparts in metropolitan areas. Only 28 percent of rural counties employ grant writers. States may want to explore opportunities that enable rural counties to share grant writers or to hire consultants to perform this function on an as-needed basis (Makoba, 2002).

## **CHAPTER THREE**

### **RESEARCH METHODOLOGY**

#### **3.1 Introduction**

This chapter deals with the data collection methods upon which findings, interpretations and recommendations were based. It shows the whole process that was followed in processing, collecting and analyzing data. It deals with research design, sampling data collection and data processing and analyzes, and the problems encountered while carrying out the research.

#### **3.2 Research Design**

The researcher basically used a survey design where information was obtained systematically using questionnaires. The survey sampling technique enabled the researcher to choose specific respondents basing on their ability to provide information readily since the study requires specific information. The researcher selected members from Kyazanga Town council, Mbirizi Town Council, District Ruling Committee, and other NGOs to constitute the respondents. Survey design technique was so convenient and time saving to the researcher thus it enabled her to finish in time.

#### **3.3 Area of study**

The study was carried out in Mbirizi sub county Lwengo district found in the central region of Uganda the land covers a surface area of 914.7km<sup>2</sup> (353.2sqmi), with a population at about 267,300 (2012 estimate), the district is bordered by Sembabule District to the North, Bukomansimbi District to the Northeast, Masaka District to the east, Rakai District to the South, and Lyantonde district to the West. Lwengo is 45 kilometers (28mi), by road, West of Masaka, the nearest large city. The coordinates of the district are: 00 24S, 31 25E.

#### **3.4 Study Population**

The study population of respondents was 160 respondents from selected NGOs in Lwengo District and other respondents were from Kyazanga town council, Mbirizi town council, members from the districts ruling committee in Lwengo District.

### 3.5 Sample Size and sampling Technique

#### 3.5.1 Sample Size

Due to limited time and resources, a sample size of (113 people) was selected from the study population of (160) respondents (Krejcie & Morgan, 1970) divided as seen in Table 1 below. The study covered four different areas in which 30 members were from different NGO's in Lwengo district, 22 members from Kyazanga town council administration, 50 residents from Mbirizi town council and lastly 11 members from the districts ruling committee in Lwengo district. For easier and practical study, all these groups were randomly divided into four categories where everybody was represented. The table below represents the sampling size of the respondents in the study as mentioned above.

Table 3.1: Sample size

Category	Male	Female	Total
Kyazanga (TC)	12	10	22
Mbirizi (TC)	25	25	50
District ruling committee	6	5	11
NGOs	15	15	30
<b>TOTAL</b>			<b>113</b>

Source: Primary Data 2017

#### 3.5.2 Sampling Technique

The researcher employed a proportionate sampling technique that involved the use of random sampling in order to enable each respondent to have equal chances of being selected in the study. The researcher had to survey each of the selected respondents to get their opinion and thoughts on the subject.

### 3.5 Data Collection Instruments and Procedure

#### 3.5.1 Data collection instruments

The Self Administered Questionnaires comprised of four sets. One set was directed to staffs of Kazanga Town Council, Mbirizi Town Council, District ruling committee and loan NGOs department in Lwengo District. Each questionnaire consists of a title, and introduction, questions on dependent variable that is social services and questions on the independent variable that is

NGOs. All questionnaires had a classification item which helped to identify the respondents from the various sections. There were both open ended questions to obtain the in-depth feeling of respondents and close ended questions for easy administration.

### **3.5.2 Data Collection Procedures**

After pre-testing of the questionnaire the researcher obtained an introductory letter from the Faculty of Humanities and social science and went on to seek permission from the relevant Town Council Authorities to conduct the study. Also the researcher had to let respondents to know that she had to know their identity as they had to indicate their names on the data collection instruments. The researcher gave the respondents the true facts about the research in order to make informed decisions about participating or not.

### **3.6 Data Collection Methods Used**

Primarily, Self Administered Questionnaires were used because of their nature of use of one time data collecting device on the variables of interest in the study (Amin, 2005). Each item on the questionnaire was developed to cover the specific objectives, research questions and hypotheses under study (Mugenda & Mugenda, 2003:7 1).

A couple of methods were used during the data collection process from the field. The reason for this is that; there is no single method of data collection that can guarantee 100% accurate results, so need to have various data collection methods tested so as obtain accurate results. The following data collection methods were used;

#### **3.6.1 Questionnaire**

A structured self administered questionnaire were designed and used to collect data from the different respondents as categorized above in the table. The questionnaire included both closed and open ended questions. This method was used for the literate people who know how to read and write and this helps the researcher to get adequate information concerning the role of NGOs in providing social services to the people of Mbirizi sub county Lwengo district. They were given 2-3 days to allow them fill questionnaires and then the researcher collected them back

after. This enabled the researcher to get wide information from different respondents within the shortest time given.

### **3.6.2 Interview method /guide**

In this method face to face conversation was carried out between the researcher and the respondents and this was accompanied with interview guide. This method will favor the illiterate people who do not know how to read and write. This helps the researcher to go first hand data since the respondents were answering for themselves as compared to the questionnaire method.

### **3.6.3 Documentary Review**

Information was also gathered from internet, journals and other documents to help in giving the vivid picture of the situation under investigation as this helped to cross check information and data in a more realistic manner (Mathison, 1988).

## **3.7 Validity and Reliability of Instruments**

### **3.7.1 Validity**

According to Moser and Kalton (1971), validity is the success of a scale in measuring what it was set out to measure so that differences in individual scores can be taken as representing true differences in characteristics under study. The researcher consulted statistical specialists and her supervisor to ensure the relevance and suitability of the content in the questionnaire would provide coverage of the objectives of the study.

### **3.7.2 Reliability**

Reliability is a measure of the degree to which a research instrument yielded consistent results after repeated trials. According to Christensen (1988), reliability refers to consistency and stability in measurements. To establish the reliability of the questionnaire, the researcher used the methods of expert judgment (supervisor and colleagues) and pre-test in order to test and improve the reliability of the questionnaire. The respondents of the pre-test are not the study participants but the respondents who provide relevant and updated information on roles of NGOs in provision of social services in Lwengo District.

### **3.8 Data Analysis**

After collecting the responses from the field, the researcher had to sit down, edit the work with an aim of checking for completeness and accuracy. This was done in order to collect errors and handle where there would be blank responses. This was done using a pencil for purposes of neatness and allowing room for further editing. Where possible some respondents were contacted to give clarification either on phone or face to face. This after, the data was coded and arranged according to themes that reflect the objectives of the study. In other words thematic analysis was used. Qualitative and quantitative methods of data analysis were used. The coded data was then entered in the computer using a soft ware program known as SPSS where data was processed into descriptive statistics to ease analysis. Microsoft excel was also used to generate tables.

### **3.9 Ethical Consideration**

The researcher acquired an authorization letter from the office of the Research Coordinator; Kampala International University that introduce her to the relevant respondents where data was collected for the research study. In Lwengo District, the researcher has to get authority from management to collect the necessary information from members of the staff of selected Sub county's and Town Council in Lwengo district. The objectives of the study were explain to the interviewee, verbal consent was obtained from participants and they were informed that the information they provided was to be treated with utmost confidentiality and reference to their names could only be done with their consent.

### **3.10 Limitations of the Study**

- I. The researcher faced a challenge of silence and lack of goodwill among the staffs which made the atmosphere unfavourable for the researcher during the collection of the questionnaires from the selected Sub county's and Town Council.
- II. The researcher also faced a challenge of financial shortages. This is because the study incurred some costs like printing, transport, up-keep among others.
- III. The time availed for the study was also not enough since it involved travelling and making appointments with respondents.



## CHAPTER FOUR

### PRESENTATION, ANALYSIS AND INTERPRETATION OF STUDY FINDINGS

#### 4.0 Introduction

This chapter presents the findings of the study. The findings presented and discussed in this chapter include; the demographic characteristics of the respondents participants, etc.

#### 4.1 Demographic Respondents

Since sampling was random the respondents had differences in terms of the background. This included different age groups, education level, marital status and sex.

##### 4.1.1 Sex of the respondents

Sex of the respondents was collected to establish the composition of the respondents as regards to the two sex of male and female.

**Table 1: Gender of respondents**

Gender	Frequency	Percentages (%)
Male	58	51.33%
Female	55	48.67%
Total	113	100

Source: Primary data.2017

Table 1 indicated that, 55 out of the 113 respondents were female representing 48.67% while 58 as well out of 113 respondents were male representing 51.33% of the respondents. The high percentage of male respondents is attributed to the fact that the Ugandan population still favors boys for education.

#### 4.1.2 Marital status of the respondents

Table 2 shows the distribution in as far as the marital status is concerned.

**Table 2: Marital status of the respondents**

Marital status	Frequency	Percentages (%)
Married	60	53.10%
Single	45	39.82%
Others	8	7.08%
Total	113	100

Source: Primary data.2017

From the findings it clear that the majority of respondents (53.1%) are the married people, followed by single (39.82%) and the minority respondents (7.08%).

#### 4.1.3 Age of the respondents

To access the validity of the result it was also important to evaluate the ages of the respondents.

**Table 3: Age ranges of the respondents**

Age of respondents	Frequency	Percentages (%)
18-30	50	44.25%
40 and above	30	26.55%
30-40	20	17.70%
14-18	13	11.50%
Total	113	100

Source: Primary data.2017

From the table above, it can be seen that the majority of the respondents are aged between 18-30 years representing 44.25%, followed by 40years and above representing 26.55%, 18-30 represented by 17.70% and 13 represented by 11.50% from the above analysis, it can be construed that the majority of the respondents are ranged from the ages between 18-30 people and therefore they have an active memory hence the information obtained from them can be trusted and looked at as true and good representation of the information the researcher was looking for. This indicates that mature people gave a great response to the research because of the experience

they have with provision of services by NGOs in Lwengo district. After analyzed the age ranges of respondents in Mbirizi sub county Lwengo district, it was evident that most NGO activities towards social service delivery were geared towards rural areas where people are poor compared to those in urban areas who can take their children to better schools.

#### 4.1.4 Level of education of the respondents

Data was collected from the respondents working at STC regarding their highest academic qualifications for the jobs. With the use of the questionnaire the researcher collected data on the level of education of the respondents that was categorized into Primary, Secondary, Tertiary, Vocational and Others.

**Table 4: Level of education of the respondents.**

Education level	Frequency	Percentages (%)
Primary	60	53.10%
Secondary	25	22.12%
Tertiary	18	15.93%
Vocational	10	8.85%
<b>Total</b>	<b>113</b>	<b>100</b>

Source: Primary data.2017

Table 4 from above it indicates that 60 out of the 113 respondents represented 53.10% and these completed primary level, 25 out of the 113 respondents represented 22.12% who completed secondary, 18 out of the 113 respondents represented 15.93% who completed tertiary institutions and 10 out of the 113 respondents represented 8.85% which is a true for those who finished vocational certificates. This indicated that the largest percentage of respondents were of low education levels due to the fact that most people who participated in the study were poor that could not get requirements of not only private owned schools but also those few asked requirements by government schools like lunch fee, books and to make matters worse some government schools are far from people who cannot get access to transport systems hence end up

forcing their children to cattle rearing and grazing and therefore leading to low levels of education.

**Table 5: Duration of by respondents.**

Duration	Frequency	Percentages (%)
10years and above	70	61.95%
7years	20	17.70%
5years	17	15.04%
Less than 5years	6	5.31%
<b>Total</b>	<b>113</b>	<b>100</b>

Source: Primary data.2017

Table 5, shows that 70 out of the 113 respondents represented 61.95% have stayed in Mbirizi sub county Lwengo district for more than 10 years, 20 out of the 113 respondents represented 17.70% have stayed in Mbirizi sub county Lwengo district in a range of 7years, 17 out of the 113 respondents represented 15.04% have stayed there for a range of 5 years and 6 out of the 113 respondents represented 5.31% have stayed in Lwengo district for less than 5 years. This implies that more people have stayed for a longer period of time compared to those who have stayed short period of time therefore the rate at which information was received from is high.

#### **4.2. Role of NGOs in provision of social services in Mbirizi sub county Lwengo district.**

The first research objective of the study sought to analyze the role of NGOs in provision of social services in Mbirizi sub county Lwengo district. In order to get answers to ascertain the research objective, the researcher inquired from the respondents and their perception on a number of issues. These issues included whether respondents understand the meaning of NGO, types of social services delivered to them by NGOs, the extent at which people are aware of the availability of social services in their region and whether they get support from the government on the proper usage of such social services. Descriptive statistics of the study was also analyzed and indicated results. For example, the researcher was interested in finding out the different types

of social services which people of Mbirizi sub county Lwengo district get from different NGOs and on that research objective the following results were presented as in table 6.

**Table 6: Types of social services provided by NGOs**

Activities/Services	Frequency	Percentage (%)
Education	50	44.25%
Gender balance	29	25.66%
Health services	25	22.12%
Infrastructural development	9	7.96%
<b>Total</b>	<b>113</b>	<b>100</b>

Source: Primary data.2017

#### 4.2.1 Health Services

In table 6 it shows that NGOs have struggled to provide health services in Mbirizi sub county Lwengo district which range from antenatal care, HIV/AIDs counseling and guidance, provision of water tanks for clean water and in general building hospitals and these are provided at the percentage of 22.12%. This means that 25 out of 113 (22.12) said this.

#### 4.2.2 Education

Further more from Table 6 Education is one of the types of social services provided by NGOs in Mbirizi sub county Lwengo district with the frequency 50 that is a percentage of 44.25% out of 113. Which shows that most NGOs have tried to educate the population of Mbirizi sub count Lwengo district hence fighting illiteracy, this has been well expressed in the many schools such as building schools both secondary and primary schools.

#### **4.2.3 Infrastructural development**

In table 6 above infrastructural development is one of the social service provided by the NGOs in Lwengo district with a frequency 9 totaling to a percentage of 7.96% out of 113 and this has led to improvement of infrastructures like roads where most people even those in remote areas can get access to good services due to easy transport systems.

#### **4.2.4 Gender balance**

Gender balance in Mbirizi sub county Lwengo district is at percentage 25.66% and has greatly improved due to the services prided by NGOs for example they have created women groups where most women generate income. People are now aware of the availability of social services in their region and by that gender balance is archived.

#### **4.3 Problems faced by NGOs in provision of social services**

After the researcher analyzing the role played by NGOs in provision of social services the she was also interested in investigating the problems faced by them in deliverance of such services and the results are presented in Table 7 below.

**Table 7: Showing Response to the problems faced by NGOs in the provision of social services**

Problems	Strongly Agree		Agree		Not Sure		Disagree		Strongly Disagree		Total	
	F	%	F	%	F	%	F	%	F	%	F	%
Political interference	50	44.25	25	22.12	8	7.08	12	10.62	18	15.93	113	100
Corruption	58	51.33	10	8.85	10	8.85	15	13.27	20	17.70	113	100
Inefficiencies in administration	65	57.52	15	13.27	9	7.96	11	9.73	12	10.62	113	100
Difficulty in determining proper lines of autonomy	45	39.82	32	28.32	8	7.08	13	11.50	15	13.27	113	100
Inadequate funding	50	44.25	27	23.89	0	0.00	18	15.93	18	15.93	113	100
Inadequate mobilization	55	48.67	25	22.12	8	7.08	8	7.08	17	15.04	113	100
Lack of transparency	54	47.79	22	19.47	10	8.85	17	15.04	10	8.85	113	100
Accountability problems	60	53.10	23	20.35	8	7.08	10	8.85	12	10.62	113	100

Source: Primary Data 2017

The data collected above shows that:

The challenge of political interference had 44.25% of the respondents who strongly agreed, 22.12% agreed, 7.08% were not sure, 10.62% respondents disagreed and 15.93%strongly disagreed.

51.33% of the respondents strongly agreed that corruption is a key challenge to the operation of the NGOs 8.85% agreed, 8.85% were not sure, 13.27% disagreed and 17.70% strongly disagreed.

'Inefficiencies in administration' had 57.52% of the respondents who strongly agreed, 13.27% agreed, 7.96% were not sure, 9.73% of the respondents disagreed and 10.62% strongly disagreed.

39.82% of the respondents strongly agreed with Difficulty in determining proper lines of autonomy, 28.32% agreed, 7.08% were not sure and 11.50% of the respondents strongly disagreed and 13.27% disagreed.

The challenge of inadequate funding had 44.25% of the respondents who strongly agreed. 23.89% agreed, 0% were not sure, 15.93% disagreed and 15.93% of the respondents strongly disagreed.

Inadequate mobilization as a challenge had 48.67% respondents who strongly agree, 22.12% agreed, 7.08 were not sure, 7.08 of respondents disagreed and 15.04% of the respondents strongly disagreed

Lack of transparency had 47.79% of the respondents who strongly agreed, 19.47% agreed, 8.85% were not sure, 15.04% disagreed and 8.85% strongly disagreed,

Accountability problem as a challenge had 53.10% respondents who strongly agreed, 20.35% agreed, 7.08% were not sure, 8.85% disagreed and 10.62% strongly disagreed.

The following were brought in light of the employees as potential challenges to the operation of NGOs.

- Poor needs assessment
- Escalating administration costs
- Disasters that cause inconveniences
- Unclear objectives from the start of operations.



#### 4.4 What are some of the solutions to counter the challenges faced by NGOs

Table 8: Showing solutions or the mechanisms to encounter challenges faced by NGOs.

	STRONGLY AGREE		AGREE		NOT SURE		DISAGREE		STRONGLY DISAGREE		TOTAL	
WAYS	F	%	F	%	F	%	F	%	F	%	F	%
Participation by all sectors	34	30.09	45	39.82	0	0.00	34	30.09	0	0.00	113	100
Strategic choice through good relationship with government and the established policy	50	44.25	33	29.20	10	8.85	10	8.85	10	8.85	113	100
Establish clear sources of finance	40	35.40	50	44.25	6	5.31	13	11.50	4	3.54	113	100
Balancing the needs of different stakeholders	80	70.80	20	17.70	0	0.00	10	8.85	3	2.65	113	100
Form voluntary national associations	56	49.56	27	23.89	8	7.08	14	12.39	8	7.08	113	100

Source: Primary Data 2017

From the table above, 30.09% and 39.82% of the respondents strongly agreed and agreed respectively with participation by all sectors as a solution to the challenges encountered by NGOs and none of the respondents were not sure, and disagreed 30.09% strongly disagreed.

44.25% strongly agreed, 29.20% agreeing as well strategic choice through good relationship with government and the established policy. While 8.85% respondents were recorded for not being sure, 8.85% disagreed and 8.85% strongly in disagreed.

44.25% of the respondents Agreed in respect with A establish clear sources of finance 35.40% strongly agreed, 5.31% of the respondents were not sure, 11.50% disagreed and 3.54% strongly disagreed.

“that Balancing the needs of different stakeholders” as a solution to the challenges of NGOs was strongly agreed upon 70.80% of the respondents, 17.70% agreed, none of the respondents were not sure, 8.85% strongly disagreed and 2.65% disagreed.

Form voluntary national associations was strongly agreed upon by 49.56% of respondents, 23.89% agreed, 7.08% were not sure, 12.39% strongly disagreed and 7.08% disagreed.

From the table above, it is shown that the solutions suggested by the researcher are workable in the case of their application as suggested by the researcher. These were agreed upon in almost the same terms with an average of 75% of the respondents who agreed and strongly agreed.

#### **4.5 What is the relationship between NGOs and the social service delivery in Lwengo district.**

One other question of the research was to find out the relationship between NGOs and the social service delivery. The following were the responses that were gathered from the employees and beneficiaries.

**Table 9: Showing Response to whether there is a relationship between NGOs and the social Service delivery in Lwengo district.**

<b>RESPONSE</b>	<b>FREQUENCY</b>	<b>PERCENTAGE</b>
Yes	70	61.95%
No	30	26.55%
Not Sure	13	11.50%
<b>TOTAL</b>	<b>113</b>	<b>100%</b>

**Source: Primary Data 2017**

As seen in the table above, since 61.95% of the respondents agreed that NGOs have a relationship with social service delivery. However this argument is not so convincing because of the substantial percentage of disagreements and those who are not sure, that is 26.55% and 11.50% respectively which totals up to almost the percentage of agreements therefore before drawing any conclusions on this objective other parameters need to be seriously considered and addressed as well.

#### 4.5.2 Ways in which NGOs relates to social services delivery.

**Table 10: Showing response to district the ways in which NGOs relate to development of Lwengo district.**

Relationship	Strongly Agree		Agree		Not sure		Disagree		Strongly disagree		Total	
	F	%	F	%	F	%	F	%	F	%	F	%
Infrastructural development like that of agriculture.	60	53.10	28	24.78	10	8.85	15	13.27	0	0.00	113	100
Agitation for democratic governance and rule of law	55	48.67	28	24.78	0	0.00	30	26.55	0	0.00	113	100
Establishment of social amenities	60	53.10	25	22.12	20	17.70	0	0.00	8	7.08	113	100
Capacity building for example empowerment of PWDs	50	44.25	36	31.86	10	8.85	7	6.19	10	8.85	113	100

**Source: Primary Data 2017**

In reference to the table above, 53.10% of the respondents strongly agreed with a point of infrastructural development like that of agriculture. As a way in which NGOs activities relate to development, 24.78% agreed 8.85% were not sure. 13.27% disagreed and none of the respondents strongly disagreed.

Agitation for democratic governance and rule of law had 48.67% of the respondents who strongly disagreed, 24.78% agreed, none of the respondents was not sure 26.55% disagreed and no respondent strongly disagreed.

Establishment of social amenities had 53.10% of the respondents who strongly agreed, 22.12% agreed, 17.7% were not sure, none of the respondents disagreed and 7.08% strongly disagreed.

Finally, 44.25% of the respondents strongly agreed, 8.85% were not sure, 6.19% disagreed, 8.85% strongly disagreed and 31.86% agreed: that capacity building for example empowerment of PWDs as' a point of relationship between NGOs activities and development.

From the table above, It's observed that NGOs activities lead to development through the following parameters infrastructural development like that of agriculture, agitation for democratic governance and rule of law, establishment of social amenities and capacity building for example empowerment of PWDs. All the above were agreed upon by over an average of 70% of the respondents who agreed and strongly agreed.

## **CHAPTER FIVE**

### **SUMMARY, DISCUSSIONS, RECOMMENDATIONS AND CONCLUSIONS**

#### **5.0 Introduction**

This chapter presents the summary of findings from the research carried out in Lwengo district, conclusions and recommendations for the different NGOs that are involved in provision of social services to such areas.

#### **5.1 Discussion of findings**

##### **5.1.1 Demographic Characteristics**

To present sample background data, frequency tabulations and frequency distributions were used to indicate variations of respondents based on gender, marital status, number of children, age group, education level, nature of business, position in the business and period in business.

##### **5.1.1.1 Distribution of Respondents By Gender**

Table 1 indicated that, 55 out of the 113 respondents were female representing 48.67% while 58 as well out of 113 respondents were male representing 51.33% of the respondents. From the result obtained, it was observed that the “male” category had the highest number of responses with 51.33% than the “female” category.

##### **5.1.1.3 Marital Status**

The table 2 indicated that the total number of respondents within, their total frequency number and the percentage level. 60 respondents with (53.10%) belong to the “Married” category, while 45 (39.82%) respondents belong to the “Single” category. Lastly, only 8 respondents belong to the “Others” category with (7.08%). These results attributed that majority of respondents belong to the “Married” variable with (53.10%) from the overall percentage.

##### **5.1.4 Age Group**

From the findings in table 3 above represents that respondents of a total number of 50 (21.6%) respondents fell between the age bracket “18-30 years”, 30 (26.55%) respondents fell within the

age bracket of “40 and above”. Also, 20 respondents with (17.70%) were within the age bracket of “30-40”. Lastly, 13 respondents with (11.50%) fell within the age range of “14-18”. From the result obtained, it was observed that respondents within the age range of “18-30” had the highest percentage from the overall percentage.

#### **5.1.5 Level of education**

From table 4 above it is showing that the total number of respondents and their educational level. 60 (53.10%) respondents were “Primary” holders, while 25 (22.12%) respondents were “Secondary” holders. Also, 18 (15.93%) respondents are “Tertiary” holders. Lastly, 10 (8.85%) respondents are “Vocational holders”. From the result obtained, it was observed that more respondents with “Primary” had the highest percentage as compared with other variables.

#### **5.1.6 Duration of Stay by respondents**

The table 8 reflected that the total number of respondents and their percentage level. 70 (61.95%) respondents have stayed in the Mbirizi Sub County Lwengo district between the period of “10 years and above”, while 20 (17.70%) respondents have stayed in the Mbirizi Sub County for a period of “7 years”. Also, 17 (15.04%), respondents have stayed in the Mbirizi Sub County Lwengo district for a period of “5years”. Lastly, 6 (5.31%) respondents have stayed in the Mbirizi Sub County Lwengo district between the period of “Less than 5 years”. From the result obtained, it was observed that majority of the respondents have been in have stayed in the Mbirizi Sub County Lwengo district for a long period of time ranging between “10years and above”.

#### **5.1.2 Role of Nongovernmental organizations in the provision of social services in Lwengo district.**

In view of the first objective which study sought to analyze the role of NGOs in provision of social services in Mbirizi Sub County Lwengo district. In order to get answers to ascertain the research objective, the researcher inquired from the respondents and their perception on a number of issues. These issues included whether respondents understand the meaning of NGO, types of social services delivered to them by NGOs, the extent at which people are aware of the

availability of social services in their region and whether they get support from the government on the proper usage of such social services. Descriptive statistics of the study was also analyzed and indicated results. For example, the researcher was interested in finding out the different types of social services which people of Mbirizi sub county Lwengo district get from different NGOs and on that research objective the following results were presented as in table 6.

Furthermore, in table 6 it shows that NGOs have struggled to provide health services in Mbirizi Sub County Lwengo district which range from antenatal care, HIV/AIDs counseling and guidance, provision of water tanks for clean water and in general building hospitals and these are provided at the percentage of 22.12%.

Furthermore in table 6 above shows that infrastructural development is one of the social service provided by the NGOs in Lwengo district with a frequency 9 totaling to a percentage of 7.96% out of 113 and this has led to improvement of infrastructures like roads where most people even those in remote areas can get access to good services due to easy transport systems.

Further more from Table 6 on of the study shows that Education is one of the types of social services provided by NGOs in Mbirizi sub county Lwengo district with the frequency 50 that is a percentage of 44.25% out of 113. Which shows that most NGOs have tried to educate the population of Mbirizi sub count Lwengo district hence fighting illiteracy, this has been well expressed in the many schools such as building schools both secondary and primary schools.

Gender balance in Mbirizi sub county Lwengo district is at percentage 25.66% and has greatly improved due to the services prided by NGOs for example they have created women groups where most women generate income. People are now aware of the availability of social services in their region and by that gender balance is archived.

This finding is in line with. Bangladesh (Buckland & Graham. 1990). The same in the Gambia (Gilbert. 1990), and cocoa in Bolivia (Trujillo. 1991), who argue that One of NGOs main concerns has been to identify the needs of the rural poor in sustainable development especially in supporting the orphans. NGOs have therefore pioneered a wide range of participatory methods for diagnosis and in some contexts, have developed and introduced systems approaches for testing new technology. NGOs have been delivering social services which governments are unable or sometimes unwilling to provide. This function of NGOs can be found more in Western



industrialized countries where NGOs work closely with their governments as partners or contractors.

### **5.1.3 Problems encountered by NGOs in the pursuit of their activities.**

Considering the second objective which was to find out the challenges that are encountered by the NGOs, it was found out that according to the responses from the employees and beneficiaries concerning the challenges encountered, It's evident that all the challenges that the researcher suggested in table 7 were being faced "inadequate funding carrying the most weight since it had a total agreement of 86% followed by inefficiencies in administration and difficult in determining the line of autonomy with an average of 78%.

These findings were in line with Fund raising activities were often the source of much tension in organizations. The strategies and images used to raise funds from the public were often felt to compromise the nature of the work done by other members of staff. These images often depicted beneficiaries as helpless victims in need of assistance, which other staff felt was inaccurate and lacked respect for the beneficiaries (Mukasa. 2006).

This is in line with (Wikipedia. 2006) that argued that funding such large budgets demands significant fundraising efforts on the part of most NGOs. Major sources of NGO funding include membership dues, the sale of goods and services, grants from international institutions or national governments, and private donations Even though the term non-governmental organization implies independence of governments, some NGOs depend heavily on governments for their funding.

### **5.1.4 Solutions to the problems encountered by NGOs**

In view of the challenges encountered by the NGOs in the pursuit of their activities, the respondents agreed with the solutions suggested b) the respondents were balancing the needs of different stakeholders, participation by all sectors, form voluntary national associations and establishing clear sources of finance Strategic choice through good relationship with government and the established policy.

From the table 8 above, it is shown that the solutions suggested by the researcher are workable in the case of their application as suggested by the researcher. These were almost the same terms with an average of 75% of the respondents. The researchers also brought in light to the researcher the following solutions. Identify and implement workable ideas, establish corruption fighting mechanisms such court interventions.

#### **5.1.5 Relationship between NGOs activities provision of social services.**

In relations to the researcher's suggestions. the respondents agreed with the suggested points by researcher, that NGOs activities have a direct relationship with development as seen in parameters that NGOs activities lead to development through infrastructural development like that of agriculture, agitation for democratic governance and rule of establishment of social amenities and capacity building for example empowerment of PWDs. All the above were agreed upon hoer an average of 70% of the respondents.

### **5.2 Summary of findings**

The key findings of the study include the following:

The researcher found out that 56% of the respondents agreed that NGOs activities directly contribute to development. This does not ignore the fact that 44% of the respondents are in disagreement so if development is to be measured correctly other factors other than NGOs have to be considered

The researcher found out that 66% of the respondents agreed NGOs play a key role in promoting development to the people of Lwengo district. However a substantial disagreement (34% who do not agree and not sure can't be underestimated v.hen prescribing recommendations

The findings were that 80% of the respondents agreed that NGOs key importance is through supporting orphans this is with other points Provision of maternal and child health services and gender agitation especially for women. Support of agriculture improving water and sanitation, prevention and aids control, Guidance in political issues and protection of human rights

The researcher found out that the challenges encountered include inadequate funding, inadequate mobilization, accounting problems, inefficiencies in administration, poor quality of service delivery, difficulty in determining proper lines of autonomy political interference, corruption from government which has an average of 75% respondents who strongly agree and agree.

### **5.3 Recommendations**

If the social service delivery by NGOs is to be made more effective and successful, NGOs must strive to embark on servicing people instead of looking at short term profits and this must be accompanied by coordination with both government and local people in Mbirizi sub county.

The following recommendations will be appropriate:

- i) Government should be supportive and protective of NGOs to promote social services among people in rural areas. The government can do this by encouraging the local community to participate in the activities brought up by NGOs instead of posing challenges to them. Also the government can support NGOs through providing better infrastructure such as roads which will improve the movement of social services straight from town to local areas. Lastly the government should set favorable policies, laws and regulatory frame works to fight against corruption which has been found as one of the hindrances to promotion of social services in Uganda.
- ii) Government should accept to open up an equal basis, discuss and formulate policies jointly with NGOs in Mbirizi Sub County. This will help NGOs resist opposition from different members who have more interests in the government than any other institution.
- iii) Laws should be enforced against any person involved in issues of embezzlement and thus NGOs should work together with the government to ensure that such cases are severe punished.
- iv) Transparency and accountability among NGO employers as well as employees should be encouraged so as to prevent cases of embezzlement of funds. This involves creating

the conditions which will allow for open expression of views, free disseminations of information and the rule of law which is essential to the effective functioning of every Non Governmental Organization.

- v) NGOs should also build networks and alliances with people in local areas of Mbirizi Sub County and Lwengo district at large. Through networking and alliance building, it identifies different interests and concerns, share information with different people, provide support to each other and maximize use of available resources to achieve the set objectives.
- vi) NGOs need to ensure effective and proper management of resources which will be achieved by recruiting qualified personnel on merit.
- vii) If social service delivery by NGOs in Mbirizi sub county are to be made more effective and reliable by all people in the region, women, men, government, the local leaders and NGOs must struggle to work together to achieve a common goal. Each of the party must perform its role so as to ease the effectiveness of social service delivery in their area.
- viii) In reducing problems associated with provision of social services, it is important that the most pressing needs of Lwengo district and in particular Mbirizi Sub County are traced first before strategies are implemented.

#### **5.4 Conclusions**

According to the objectives set out in this research, the researcher observes that nongovernmental organizations activities have a direct relationship with development as per the evidence showed by the findings of the study that renders non-governmental organizations developmental bodies in the places they exist because of majorly improving people's welfare through service provision for development. This makes the researcher give necessary assessment that Nongovernmental organizations provide a key avenue for society development based on the importance and impact analyzed above. This therefore makes NGOs a key aspect of interest that

the government has to embark on and reduce all the shortfalls associated with it. Sensitizations of the general public so as to have all participants take part in the pursuit of activities with less inefficiency in administration.

The NGOs, government, residents and local leaders should aim at provision of social services especially to poor people in rural area for example NAADs funds must start deep in villages where people are greatly suffering. Such services range from education, infrastructural development and poverty reduction through creation of incentives for income generation. However, the bottom line is that all these are necessary for promotion of social services in the region.

#### **5.5 Future researchers should stick on the following issues;**

Further researchers must place emphasis on the following issues while carrying out research:

- i) In the first place they have to carry out research on the contributions of the local community towards promotion of social services to the people of Mbirizi sub county Lwengo district.
- ii) How the community works with NGOs to promote social services.
- iii) Further more research on the contribution of the government towards promotion of social services to people in local areas and the challenges it faces.

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**APPENDICES**  
**APPENDIX I: QUESTIONNAIRES**

**Questionnaires NGOs in Mbirizi sub county Lwengo district.**

I am Tukundane Judith a student from Kampala International University pursuing a degree in Public Administration, year three, and semester two. In our final year we were required to carry out research on a topic of our choice therefore my topic is about “the role played by NGOs in provision of social services in Lwengo district. Thus the designed questionnaire will help me gather the data required for my topic of research.

I kindly request you to respond to the following questions appropriately thanks.

1. Name .....
2. Age  
.....
3. Sex  
  
Female ☐                      Male ☐
4. Marital status  
  
Married ☐                      Single ☐  
  
Others; Specify .....
5. Education level  
  
Primary and below ☐                      Secondary ☐  
Diploma ☐                      Degree ☐  
Above degree ☐

## SECTION B

1. What is the role of nongovernmental organizations in facilitating social services?

1. Strongly agree      2. Agree      3. Not sure      4. Disagree      5. Strongly agree.

- |   |                          |
|---|--------------------------|
| i. Gender agitation especially for women.           | <input type="checkbox"/> |
| ii. Support of orphans                              | <input type="checkbox"/> |
| iii. Support of agriculture                         | <input type="checkbox"/> |
| iv. Improving water and sanitation                  | <input type="checkbox"/> |
| v. Prevention and aids control                      | <input type="checkbox"/> |
| vi. Provision of maternal and child health services | <input type="checkbox"/> |
| vii. Guidance in political issues                   | <input type="checkbox"/> |
| viii. Protection of human rights                    | <input type="checkbox"/> |

2. Are there challenges that you encounter in the pursuit of our activities?

Yes ☐      No ☐

3. If yes, what are some of the problems encountered in conducting your activities?

1. Strongly agree      2. Agree      3. Not sure      4. Disagree      5. Strongly disagree.

- |   |                          |
|---|--------------------------|
| i. Inadequate mobilization                              | <input type="checkbox"/> |
| ii. Lack of transparency                                | <input type="checkbox"/> |
| iii. Inadequate funding                                 | <input type="checkbox"/> |
| iv. Accountability problems                             | <input type="checkbox"/> |
| v. Decline in quality of service delivers               | <input type="checkbox"/> |
| vi. Political interference                              | <input type="checkbox"/> |
| vii. Difficulty in determining proper lines of autonomy | <input type="checkbox"/> |
| viii. Corruption  | <input type="checkbox"/> |
| ix. Inefficiencies in administration                    | <input type="checkbox"/> |

4. The following are some of the solutions to the problems encountered by NGOs.

- |  |                          |
|--|--------------------------|
| i. Balancing the needs of different stakeholders | <input type="checkbox"/> |
| ii. Participation by all sectors                 | <input type="checkbox"/> |
| iii. Form voluntary national associations        | <input type="checkbox"/> |

- iv. Establish clear sources of finance ☐
- v. Strategic choice through good relationship with government and the established policy. ☐

5. What is the relationship between non-governmental organizations and development?

- i. Establishment of social amenities ☐
- ii. Capacity building for example empowerment of PWDs ☐
- iii. Agitation for democratic governance and rule of law ☐
- iv. Infrastructural development like that of agriculture. ☐

Thank you for your response and time.

*May God Bless You*

## QUESTIONNAIRES FOR KYANZANGA TOWN COUNCIL ADMINISTRATION

1. Name .....
2. Age .....
3. Sex  
 Female ☐ Male ☐
4. Marital status  
 Married ☐ Single ☐  
 Others; Specify .....
5. Education level  
 Primary and below ☐ Secondary ☐  
 Diploma ☐ Degree ☐  
 Above degree ☐

### SECTION B

1) What do you think NGOs' roles in the community?

1. Strongly agree      2. Agree      3. Not sure      4. Disagree      5. Strongly agree.

- |   |                          |
|---|--------------------------|
| i. Gender agitation especially for women.           | <input type="checkbox"/> |
| ii. Support of orphans                              | <input type="checkbox"/> |
| iii. Support of agriculture                         | <input type="checkbox"/> |
| iv. Improving water and sanitation                  | <input type="checkbox"/> |
| v. Prevention and aids control                      | <input type="checkbox"/> |
| vi. Provision of maternal and child health services | <input type="checkbox"/> |
| vii. Guidance in political issues                   | <input type="checkbox"/> |
| viii. Protection of human rights                    | <input type="checkbox"/> |

2) Are there challenges that you encounter as a beneficiary of the Organization?

Yes ☐ No ☐

If yes, specify;

.....

3) What do you think should be done to solve the above challenge? Please specify

.....

.....

Thank you for your response and time.

**May God Bless You**

## QUESTIONNAIRES FOR DISTRICT RULING COMMITTEE IN LWENGO DISTRICT

1. Name .....
2. Age .....
3. Sex  
 Female ☐ Male ☐
4. Marital status  
 Married ☐ Single ☐  
 Others; Specify .....
5. Education level  
 Primary and below ☐ Secondary ☐  
 Diploma ☐ Degree ☐  
 Above degree ☐
6. As members of the community how to you benefits from Compassion International?  

1. Strongly agree	2. Agree	3. Not sure	4. Disagree	5. Strongly agree.
-------------------	----------	-------------	-------------	--------------------

  - i. Gender promotion. ☐
  - ii. Support of orphans ☐
  - iii. Support of agriculture ☐
  - iv. Improving water and sanitation ☐
  - v. Prevention and aids control ☐
  - vi. Provision of maternal and child health services ☐
  - vii. Protection of human rights ☐
  - viii. Prevention AIDs spread ☐
7. Are there some problems that the NGOs impact on the society?  
 Yes ☐ No ☐  
 If yes, please specify;  
 .....  
 .....
8. Suggest the measures that the NGOs to overcome those problems identified  
 .....  
 .....

Thank you for your response and time.

## QUESTIONNAIRES FOR NGOS IN LWENGO DISTRICT

1. Name .....
2. Age .....
3. Sex  
 Female ☐ Male ☐
4. Marital status  
 Married ☐ Single ☐  
 Others; Specify .....
5. Education level  

Primary and below <input type="checkbox"/>	Secondary <input type="checkbox"/>
Diploma <input type="checkbox"/>	Degree <input type="checkbox"/>
Above degree <input type="checkbox"/>	
6. As members of the community how to you benefits from Compassion International?  

1. Strongly agree	2. Agree	3. Not sure	4. Disagree	5. Strongly agree.
-------------------	----------	-------------	-------------	--------------------

ix. Gender promotion.	<input type="checkbox"/>
x. Support of orphans	<input type="checkbox"/>
xi. Support of agriculture	<input type="checkbox"/>
xii. Improving water and sanitation	<input type="checkbox"/>
xiii. Prevention and aids control	<input type="checkbox"/>
xiv. Provision of maternal and child health services	<input type="checkbox"/>
xv. Protection of human rights	<input type="checkbox"/>
xvi. Prevention AIDs spread	<input type="checkbox"/>
7. Are there some problems that the NGOs impact on the society?  
 Yes ☐ No ☐  
 If yes, please specify;  
 .....  
 .....

- 8. What do you think NGOs can do to overcome such challenges?  
.....  
.....
- 9. Which advice do you want to pass to the government towards social service performance in your area?  
.....  
.....
- 10. According to you, what are some of the challenges faced by NGOs towards social service delivery?  
.....  
.....

**Thanks for your cooperation**



### APPENDIX III: BUDGET

Budget estimates for the Research Proposal and Report

No.	Item	Qty	Amount
1.	Communication	Air time	40,000
2.	Transport	To &fro	100,000
3.	Meals	Lunch	50,000
4.	Approval Printing	2 copies	50,000
5.	Final Binding	3 copies	150,000
6.	Papers	2 ream	40,000
7.	Internet fee		50,000
8.	Flash Disk	4GB	40,000
	Total		520,000

## APPENDIX II: TIME FRAME WORK

Month	MARCH 2017	APRIL 2017	JUNE 2017	JULY 2017	AUGUST 2017	PERSON RESPONSIBLE
Activities						
Formulation of research topic						Researcher & supervisor
Proposal writing						Researcher
Approval proposal						Supervisor
Data collection						Researcher
Data analysis						Researcher
Report writing & approval						Researcher & supervisor
Presentation of the report						Researcher

**COLLEGE OF HUMANITIES AND SOCIAL SCIENCES  
DEPARTMENT OF POLITICAL AND ADMINISTRATIVE STUDIES**

August 22, 2017

**TO WHOM IT MAY CONCERN**

Dear Sir/Madam,

**RE: INTRODUCTION LETTER FOR TUKUNDANE JUDITH REG NO.  
BPA/43513/143/DU**

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

She is currently conducting a field research for her dissertation entitled, **"Role of NGOs in Provision of Social Services in Lwengo District."**

Your organization 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 faithfully

  
Gerald Muzaare  
HOD, Political and Administrative Studies

