COMMUNITY PARTICIPATION AND SERVICE DELIVERY IN LOCAL GOVERNMENT OF WAKISO, UGANDA

By

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A RESEARCH REPORT SUBMITTED TO THE COLLEGE OF HUMANITIES AND SOCIAL SCIENCES IN PARTIAL FULFILLMENT OF THE REQUIREMENTS FOR THE AWARD OF BACHELORS DEGREE OF PUBLIC   ADMINISTRATION OF KAMPALA INTERNATIONAL   UNIVERSITY

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APPROVAL

This research work is titled, **"Community Participation and Service Delivery in Local Government of Wakiso, Uganda",** has been carried out under my supervision as a university lecturer and I recommend he can proceed and produce a research report.

Signature: ....

MUHWEZI IVAN

Date: ......16-4-2019......

DEDICATION

I dedicate this research to my Mother, Mrs. Kavirika Violet "Amooti" for all her financial support and moral encouragement throughout my entire course.

ACKNOWLEDGEMENT

First and far most I thank the almighty God for the grace and life he has given me throughout my course at the university.

Special acknowledgement goes to my supervisor Mr. Muhwezi Ivan for his tireless efforts and encouragement throughout this entire research period may God Bless you abundantly.

I would also like to acknowledge my brothers and sisters, friends and relatives for all their support both financially and morally. May the almighty God bless you.

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ABSTRACT

This study aimed at establishing the relationship between community participation and service delivery in local government particularly Wakiso in Uganda. It was guided by the following research objectives which included; to find out the extent of community participation in the service delivery programmes in Wakiso, to determine the level of service delivery in local government under community participation in Wakiso and to establish the relationship between community participation and service delivery in Wakiso. The study used a descriptive research design. The qualitative and quantitative approaches were employed based on the local government of Wakiso in Uganda. The target population of 240 was selected. A sample size of the study consisted of 150 respondents of the target population. The study concludes that community participation can contribute to improvement of accountability of the social, economic, and environmental issues in different segments of the society; therefore public participation helps to ensure that the government officials are accountable for their actions and responsive to public interests. Engaging in public affairs citizens are encouraged to exercise their democratic rights as a result, trade process becomes more representative. Openness to the public enables citizens to better access services from the government. Meaningful public participation allows trade officials to be better informed of different opinions and concerns and ensures that policies are community driven. A democratic country should satisfy needs of the minority groups and the majority, the differences of opinion in democratic states always brings disputes and public participation can alleviate social conflicts, by bringing different stakeholders and interest groups to the same table to air their views. National laws, in particular the decentralization programme, have principally provided legal guarantees and substantial opportunities for communities to participate in the water-, education- and health-related programme planning and decision-making in their communities and local governments. The study recommended that continuous sensitization of community should be implemented to raise awareness that participation (including in the delivery of services at local government level) is a legally enforceable right, for which there is an effective remedy if violated. Additional care should be taken by local governments and civil society to sensitize and capacitate marginalized groups to demand affirmative action measures from local governments to ensure their participation, for example the convening of special-interest group consultation meetings.

CHAPTER ONE

1.0 Introduction

The term 'community participation' entails maximization of people's involvement in the spheres or stages of development (Andrea Cornwall and Garrett Pratt, 2003). Involvement has to go beyond implementation or donation of 'free' labour and cash contributions and extends to policy decisions. People need to enjoy basic freedoms so as to be able to freely express themselves and to develop their full potential in areas of their own choice (ibid).

According to African Charter (1990), community participation is in essence, people's effective involvement in creating structures and designing policies and programmes that serve their interests. For community participation to be realized, people have to be fully involved, committed and seize the initiative. It is essential that they establish independent people's organizations at various levels that are genuinely grass root, voluntary, democratically administered and self-reliant and that are rooted in tradition and culture of society (ibid).

Service delivery is defined by the International Standards Organization (ISO 9000), as a customer-oriented activity. Service delivery activities are carried out by organizations and are oriented towards meeting customer needs and expectations. However according to Anne Marie Goetz, (2004) service delivery quality, is the extent to which expectations, of the public served are met. The more these expectations are seen to be met, the more the services delivered are seen to be of better quality and vice versa.

1.1. Background to the Study

Globally, there is one way in which improvements in service delivery were implemented. This was through various forms of community participation: direct service provision by communities, contracting by communities to service providers, new mechanisms for holding public and Non-State Providers accountable for services. The connections between various forms of community participation and effective systems of service delivery could be assessed in a variety of ways, including improvements in basic human development indicators, such as those set out in international development goals, notably the MDGs.

As set out in the 2004 World Development Report, "Making Services Work for Poor People", it is possible to assess and approach service delivery through an accountability model for service delivery that includes three groups of stakeholders: citizens, as clients, influence policymakers; policymakers influence service providers; which in turn deliver services to the citizens who are also clients of the services.

Globally, during the early parts of the 19th century, many scholars suggested that participation connoted a process by which community members took part in all stages of a programme right from inception, through planning and design, implementation, monitoring and evaluation, to sharing of benefits. Caroline Moser and Dennis Rodgers, (2005) proposed a framework for analyzing community participation in terms of three dimensions, namely its objectives, its intensity, and the instruments used to foster it. Paul stated that the objectives of community participation as an active process are empowerment, building beneficiary capacity, increasing project effectiveness, improving project efficiency, and cost sharing. Generally in most of the literature, the concept of participation referred to involvement of people in affairs that affected them especially in decision making process.

In Uganda, community participation has been for many decades synonymous with political participation. Most scholars notably Jean-Philippe Platteau, (2004) traces political participation from the pre-colonial era decentralized societies of Northern and Eastern Uganda. These societies through established simple political systems provided grounds for people's involvement in the affairs that affected them.

The history of the Northeastern region of Uganda has since mid-2012 been referred to as the Uganda. This region has over many years been dominated by negative historical, political and socio-economic events that have occurred in the last century. Although pre-colonial Uganda society did have a national government with modern structures and clearly defined international borders, the northeast region had traditional structures of governments dating from the early years of the 19th century namely: the Sultanate of Majerteen (1901–1927) whose territory included the current regions of Bari and Nugal, the Sultanate of Mudug/Hobyo (1885–1925) and the Sultanate of eastern Sanaag (1896–1925).

The researcher also chose participatory theory since it provides a good theoretical framework for this research because it provides theoretical explanations of the service delivery in local government. It further states that the beneficiaries of community participation projects ought to make choices and take decisions on which enterprises they feel will benefit them.

J. Blackburn, (2009) presents the role of participatory theory in service delivery in local government. He notes that participation has emerged in response to global demands for greater individual and social control over the activities of state and private agencies, and especially to the manifest failures of traditional 'top-down' management systems in less developed countries (LDCs). He points out that participation can succeed for specific kinds of projects and programmes in favourable circumstances especially concerning service delivery, but is unsuitable for many others.

Mary Kay Gugerty and Michael Kremer, (2006) point out that the rationale for community participation has been thought to include being a means of enhancing empowerment, enhancing responsiveness to people's real needs, instilling a sense of ownership of programmes by the local people, promoting sustainability, and making programmes cheaper by allowing mobilization of local resources. Participation is also believed to promote more equitable distribution of the benefits that accrue from development activities.

In line with the above, Chambers (2004) argues that participation has the effect of empowering the citizens so that they can continue to direct future changes and put pressure on outside forces to support these changes. The location of participatory work is thus focused on the local level and depends upon local interests and capacity to engage in action for change.

Anne Marie Goetz, Anuradha Joshi and Mick Moore, (2004) argue that the degree of effectiveness in maintaining service delivery has been used a tool for measuring the level of service delivery within a community. For instance maintenance of proper road network, better health services, good water system in a community. All these are intended to achieve the objectives of improved efficiency and effectiveness in service delivery with the help of the community participation.

Service delivery is defined by the International Standards Organization (ISO 9000), as a customer-oriented activity. Service delivery activities are carried out by organizations and are oriented towards meeting customer needs and expectations. However according to Arnstein, Sherry R (1969) service delivery quality, is the extent to which expectations, of the public served are met. The more these expectations are seen to be met, the more the services delivered are seen to be of better quality and vice versa.

However, service delivery has continuously failed particularly in Uganda due to poor utilization of technological opportunities that perpetuates low productivity, inefficiencies. Among the services delivered are garbage collection which is still a problem, the roads they construct wear out quickly, and schools they construct collapse before even a period of ten years (Atkinson, R and Cope, S 2004). It is against this background that the researcher has found it necessary to study the effectiveness of procurement procedures in organizations like Local government. Procurement procedures at community levels are never followed which allows for tendencies such as corruption and accountability.

Manikutty, (2012) argues that one of the most common methods of measuring community participation has been the degree of cooperation of the people within the community. For instance in Wakiso, there is increased cooperation of local people in community developmental programmes where by the local people work together with outsiders to determine realities; responsibility remains with outsiders for directing the process thus achieve the set goals and objectives such as improved service delivery with in the community.

The degree of compliance of the local people can also be used as a measure of community participation. Here the tasks are assigned with incentives, but outsiders decide the agenda and direct the process. This has been evidenced in Uganda particularly Wakiso where by the majority of the community members comply with the rules and regulations set by the government.

Samanta Da Silva, (2000) further cites that another method of community participation measurement is the degree of collective action where by the local people set their own agenda and mobilize to carry it out, in the absence of outside initiators and facilitators. An increased

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level of collective action within Wakiso has enable the local people to work hand in hand to improve on their service delivery.

Many scholars argue that the level of consultation can as well be used as a measure of community participation. For instance increased level of consultation in Uganda where by the local opinions are asked for, and outsiders analyse and decide on a course of action has led to delivery of improved and timely services to the people. (Almond &Verba 2011)

Brownill & Darke, (2012) defined service delivery as an "attitude or dispositional sense, referring to the internalization of even service values and norms" He further said that service delivery is concerned with supplying "superior products" based on the opinion of the customer. Whereas (Kitimbo 2008) asserts that service delivery should be designed in such a way to provide maximum levels of location and time (Cousell, 2010) confirms it by saying that location of service delivery and their accessibility contribute to customer needs and preferences satisfaction and this also evidenced in Wakiso local government.

1.2 Statement of the problem

In most developing countries, many past efforts in development programmes have had limited success because of lack of sufficient participation by stakeholders in the development process (World Bank (2002); Brett (2002); The core constraint to fostering popular participation especially among the rural people has been over-centralization of decision-making powers and resources thereby creating a communication gap between the beneficiaries / stakeholders and the development workers. It is because of this, today, many programmes and projects have been introduced and developed with participatory approaches so as to bring the disparate voices of the people into the development process.

However, despite the sounding implementation framework, community participation in developmental programmes to ensure effective service delivery has increasingly become a subject of debate and criticisms among different sections of the public in Uganda particularly Wakiso. In Wakiso, the service delivery was still relatively poor since a limited number of stakeholders including public and private sectors and local and international bodies that are involved in the service provision within the local government. For instance due to the disruptions

resulting from the civil war, education levels are unsatisfactory especially among the Women who have been marginalized for a prolonged period of time. The health services in Wakiso are very poor and deplorable with the common person receiving on average 15% of his/her medical requirements. Currently the communities get power from a single privately-owned electricity supplier called, UMEME Electric Company which uses imported diesel to generate power. Water and sanitation services are poorly distributed around the district, with the rural areas often having no reliable water sources or access to improved sanitation.

In Wakiso presently in order to overcome the challenges faced, a number of developmental programmes and projects have been introduced and developed with participatory approaches so as to bring the disparate voices of the people into the development process.

In this regard, the researcher further mentions that there is need to ensure effective cooperation, collective action, consultation, co-learning and co-option in order to achieve effective service delivery.

It is for this reason that the researcher wanted to find out why such things are happening.

1.3 Purpose of the Study

This study established the relationship between community participation and service delivery in local government particularly Wakiso in Uganda.

1.4 Objectives of the Study

1.4.1 General Objective

The main objective of the study focused on community participation and service delivery in local government particularly Wakiso in Uganda.

1.4.2 Specific Objectives

i.   To find out the extent of community participation in the service delivery programmes in Wakiso.

ii. To determine the level of service delivery in local government under community participation in Wakiso.

iii. To establish the relationship between community participation and service delivery in Wakiso.

1.5 Research Questions

i. What is the extent of community participation in the service delivery programs ?

ii. What is the level of service delivery in local government under community participation?

iii. What is the relationship between community participation and service delivery in Wakiso?

1.6   Research Hypothesis

It was hypothesized that;

i. There are benefits of community participation in the service delivery programs

ii. There is a significant the level of service delivery in local government under community participation in Wakiso.

1.7   Scope of the Study

1.7.1 Theoretical scope

This research was conducted within the framework of participatory theory. It sought to ascertain the relevancy of the claims made by the advocates of these theories in relation to community participation in regard to service delivery of local government. The participatory theory was developed by Johann Wolfgang von Goethe (1749 – 1832) as a vision or framework which attempts to bridge the subject-object distinction. According to Tarnas, participatory epistemology is rooted in the thought of Goethe, Schiller, Schelling, Hegel, Coleridge, Emerson, and Rudolf Steiner. According to Jorge Ferrer,(1968) "the kernel of this participatory vision is a turn from intra-subjective experiences to participatory events in our understanding of transpersonal and spiritual phenomena."

1.7.2   Geographical Scope

The study was carried out in at Wakiso local government in Uganda.

Wakiso is a district in the central region of Uganda,

1.7.3 Content Scope

The study focused on community participation as independent variable while service delivery as a dependent variable since the two is interlinked variables.

1.7.4 Time Scope

The study covered a period of three months and took place from January 2019 to April 2019 because of the nature of exercise that was undertaken in gathering, editing and processing data.

1.8 Significance of the Study

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

The study contributed to identifying the existing level of service delivery in local government in Uganda and thus enabled the concerned stakeholders to formulate appropriate policies.

The study also served as a future data base for further researches that were carried out as researchers draw data from the findings which arrowed the existing gaps in community participation and service delivery in local government of Wakiso.

The study was significant to the researcher in fulfilling one of the requirements for award of the master's degree of public administration.

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

1.9 Operational definitions of key terms

Community participation

The term 'community participation' entails maximization of people's involvement in the spheres or stages of development. (World Bank, 2002)

Local government

Local government refers collectively to administrative authorities over areas that are smaller than a state.

Service delivery

This is the process of getting services as effectively and quickly as possible to the intended recipient. It is also referred to as a hallmark of economies that have moved past the production phase.

CHAPTER TWO
LITERATURE REVIEW

2.0 Introduction

The study reviewed literature from various scholars on the major variables of the study which included; theoretical Review, extent of community participation in the service delivery programmes, the level of service delivery in local government under community participation, relationship between community Participation and Service Delivery, conceptual Framework showing independent and dependent variables and summary of gaps identified in the literature review.

2.1 Theoretical Review

The researcher also chose participatory theory since it provides a good theoretical framework for this research because it provides theoretical explanations of the service delivery in local government. It further states that the beneficiaries of community participation projects ought to make choices and take decisions on which enterprises they feel will benefit them.

J. Blackburn, (2009) presents the role of participatory theory in service delivery in local government. He notes that participation has emerged in response to global demands for greater individual and social control over the activities of state and private agencies, and especially to the manifest failures of traditional 'top-down' management systems in less developed countries (LDCs). He points out that participation can succeed for specific kinds of projects and programmes in favourable circumstances especially concerning service delivery, but is unsuitable for many others. It commonly fails in contexts where local conditions make co-operative and collective action very difficult, or where it is manipulated by implementing agencies to justify their own actions or poor performance in service delivery.

Participatory theory was found to be relevant because the findings are in line with most of the above mentioned claims made by the advocates of the theory. The study findings indicate that some of the service delivery projects and programmes beneficiaries who have participated in the several activities have been empowered to demand social services, have developed a sense of ownership of the programmes, and a sense of belonging to developmental social groups.

2.2 Conceptual Framework showing independent and dependent variables

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

Independent variable   **Dependent Variable**

Community Participation   **Service Delivery**
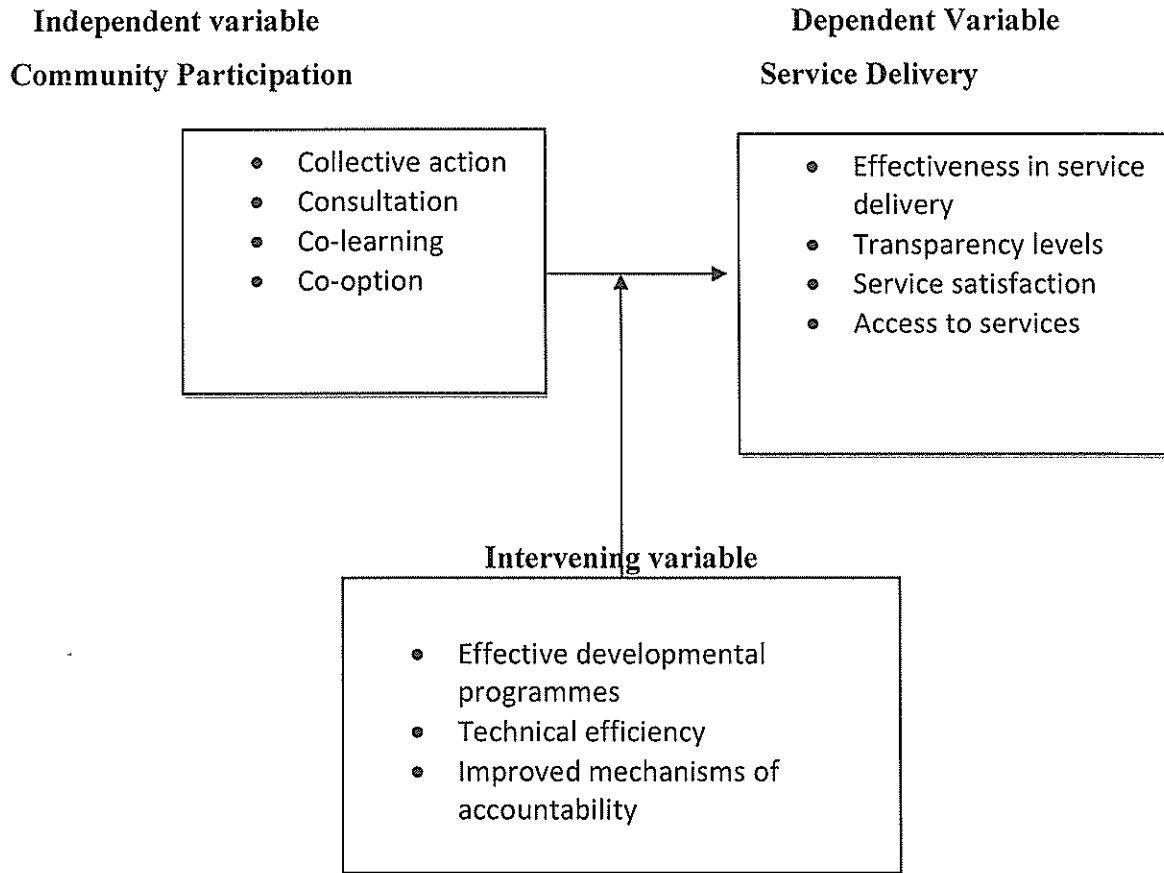
Source: Derived from the Proceedings of Literature Review

The independent variable was perceived as the community participation and these include collective action, consultation, Co-learning and co-option whereas the dependent variable is the service delivery and these include effectiveness in service delivery, transparency levels, service satisfaction, access to services. Conceptually, community participation is closely associated with the service delivery, the higher the level of community participation, the better and more improved service delivery.

Windle and Chibukla, (2009) cites that according to the above conceptual framework, Co-

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learning concern local people and outsiders sharing knowledge to create a new understanding, and work together to form action plans, with outsiders facilitating, Collective action is where local people set their own agenda and mobilize to carry it out, in the absence of outside initiators and facilitators and Consultation refers to when local opinions are asked for, and outsiders analyse and decide on a course of action. And co-option simply concerns local representatives being chosen but have no real input or power.

Many scholars argue that with adequate efforts of community participation put in place, there is also a likelihood of collective action, consultation, co-learning and co-option.
Winstanley, D (2008) stresses that however, this can only be achieved with the aid of effective developmental programmes availed with technical efficiency and improved mechanisms of accountability and hence achieve the objectives of improved efficiency and effectiveness in service delivery.

In regard to the above conceptual framework, service delivery entails effectiveness in service delivery, transparency levels, service satisfaction and access to services. For instance there should no delays in service delivery with in the community. There is need for transparent level of service delivery. The community member can be satisfied with the level of service delivery. The local peasants can be contented with the level of service delivery. The local people can get all the services they need with ease.

Mobilization of community members to identify problems and plan and manage projects helps strengthen local capacity for collective action. There is arguably inherent value in this and additional benefits are often observed beyond the scope of the original project, e.g. formation of self-help groups and micro enterprise development. However, important questions surround the definition of 'community' and the ways in which the demands of sub-groups and individuals are represented, e.g. ethnic minorities, women and children. Community-based approaches typically aim to build 'social capital' but while this is a useful concept it is often applied uncritically with inadequate understanding of cultural and political context and vested interests in the status quo.

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2.3 Related studies

Burns, D et al (2010) cites that through understanding the importance of the connections between participation, accountability and service delivery, as well as different aspects of context, experiences in community participation, is necessary.

There are important connections between community participation and the key goals of allocative efficiency, technical efficiency, and improved mechanisms of accountability. Effective forms of community participation can create opportunities for more downward accountability and thus reduce the accountability gap between citizens and policymakers.

Caroline Moser and Dennis Rodgers, (2005) argues that donors and international NGOs often substitute various short route mechanisms instead of investing in public systems or the sustainability of services in situations of weak governments, or humanitarian crises. Too great an emphasis on 'community participation' may idealize the internal coherence and solidarity in communities and miss the essential tasks of supporting effective public institutions.

'Social capital' is a useful concept but it is often applied uncritically with inadequate understanding of cultural and political context and vested interests in the status quo.

Etzioni, A (2006) argues that in service delivery context, while there is no one 'right path' to how services should be delivered or ways in which community participation can be strengthened, lessons from experience can guide policymakers and civic organizations:

Hart, et al (2004) stresses that context matters and must be understood - including the relative heterogeneity of the population, the type of service and the spatial context. Moving to scale is likely to require an enabling public sector.

Promotion of community participation strengthens the enabling environment and removes disabling factors. Promotion of processes of decentralization takes many forms, and the resulting forms of participation will vary accordingly.

Harvey, (2012) maintains that development of participatory processes is never separate from wider social, political contexts - some efforts by donors have foundered due to the attempt to 'ring fence' participatory mechanisms for power and politics. Increased transparency of community involvement with public sector agencies is required to improve accountability.

Extent of community participation in the service delivery programmes

Victoria & Anirudhha, (2006)argue that through participation ordinary people are given opportunity to have a say in how their environment should be planned and developed in future, and that people are able to influence the final outcome of planned action. Most importantly, public participation contributes to overcoming a sense of hopelessness because it increases the public's senses of efficacy, meaning the belief that the ordinary citizens have the ability and competence to influence municipalities. This means that participation changes dependency into independency.

All these development plans need community participation. IlanKapoor, (2002) doubts that these programmes are really addressing the alleviation of poverty. Alleviation of poverty cannot concentrate on one strategy for an example the maize product. This programme is coming from the government not all the communities were consulted. Other communities are talking of healthy food like growing of vegetables. The IDP must include all these type of inputs from the communities.

J. Blackburn, (2009) argues that the programmes that are imposed by the government tend to be unsustainable because there is no community involvement. He argues further that the government introduced more programmes before it was certain that other programmes were successful or not.

Among the key goals of community participation to be assessed through the case studies in this paper are: improving technical efficiency; improving allocative efficiency; and improving mechanisms of accountability. Community participation initiatives are related to technical efficiency through such areas as overcoming information asymmetry, providing communities with information on quality through various forms of Monitoring and Evaluation, and ensuring that resources are spent for necessary technical resources by service providers.

Stoker, G (2004) notes that improving various dimensions of allocative efficiency includes greater attention to the priorities of communities, increased transparency on budgets and public resources through such mechanisms as public budgeting and Public Expenditures Tracking

systems, and a subsequent reduction on 'rent seeking" by those in positions of power. Finally, improving accountability involves creating increased transparency from community involvement with public sector agencies, community participation in school management, and community participation in public hearings. (Jean-Philippe Platteau, 2004).

Community participation is increasingly often endorsed as a means of strengthening state-community synergies. This can be seen in the decentralization cases from Rwanda and Kerala, as well as the local participation law in Bolivia. Emerging demand-driven approaches theoretically 'empower' communities to command services and provide a mechanism for (re)building trust and accountability and re-establishing the 'social contract' between communities and government. However major challenges surround integrating emerging community participation approaches with traditional sectoral and local government approaches. The objectives of strengthening local governance and delivering better services are often confused. Pressure to meet short term sectoral output targets often distracts attention from institutional reforms necessary to make service delivery systems sustainable in the longer term.

J. Blackburn, (2009) cites that there are various ways in which community participation processes and mechanisms can strengthen accountability and also affect service delivery outcomes. Citizens can exert their collective voice(which occurs in the relationships between citizens and policy makers) to influence policy, strategies and expenditure priorities at different levels of policy making (national and local) according to their wishes and preferences.

IlanKapoor, (2002) argues that mobilization of community members to identify problems and plan and manage projects helps strengthen local capacity for collective action. There is arguably inherent value in this and additional benefits are often observed beyond the scope of the original project, e.g. formation of self-help groups and micro enterprise development. However, important questions surround the definition of 'community' and the ways in which the demands of sub-groups and individuals are represented, e.g. ethnic minorities, women and children. Community-based approaches typically aim to build 'social capital' but while this is a useful concept it is often applied uncritically with inadequate understanding of cultural and political context and vested interests in the status quo. Some of the difficulties of exclusion or

community power dynamics are illustrated in the West Bengal, Cairo, Bolivia and Uttar Pradesh examples.

Dennis Rodgers, (2005) suggests that there is broad agreement that community-based interventions have the potential to be more responsive to the needs and priorities of beneficiaries (allocative efficiency). There is also some evidence that community-based projects are comparatively cost effective (productive efficiency) because of lower levels of bureaucracy and better knowledge of local costs. While those projects which draw primarily on locally available skills, materials and financing are clearly likely to be more sustainable, some commentators have argued that this simply amounts to shifting the financial burden of service delivery to potential beneficiaries, which means that care needs to be given to the demands on community time and costs to beneficiaries. Different aspects of allocative efficiency can be seen in the decentralization cases from Kerala and Rwanda, as well as the water programs in Malawi and Ethiopia.

Stewart, M and Taylor, M (2008) maintain that strengthening the citizen's voice enhances accountability of policy makers motivating them to be responsive to the needs of communities and stimulates demand for better public services from service providers. Local communities in can be empowered by law to recall their leaders, which motivate elected leaders to be more responsible to the needs of their communities. Citizens can also exercise power as the end users of services, described in the WDR 2004 as "Client Power" over service providers and hold them accountable for access, quantity and quality of services. Improved information about services being provided at the local level, as well as a choice of providers, can represent important elements of client power.

The level of service delivery in local government under community participation
John Gaventa (2000) specifies the boundaries of service operations management as a field of study, the delivery, and the evaluation of services. Service delivery is an important strategic issue since it allows a government or local government to transpose its strategy onto the operational level and he further notes that the effectiveness of operations strategy is contingent upon making the right design choices.

Skinner S. (2008) cites that many of the research and theory building is focusing on how to narrow the gap between government and the community in Africa. How can we improve the legitimacy of public administration and regain the trust that community lost in their governments. Community participation, increasing transparency and service delivery improvement seem to be the key issues to deal with this assumed legitimacy problem (Peter Newell and Shaula Bellour, 2002)

Essential to the well-being of all people are the effective delivery of basic services such as health, education, water and sanitation. Accessible, quality services contribute to the achievement of the Millennium Development Goals and to the achievement of human rights. Yet, widespread evidence shows that services are failing poor people in a large number of countries with negative impacts on human development outcomes. In addressing the failure of services, one key point is that the failure of services is not just technical, it is the result of the lack of accountability of public, private and non-profit organizations to poor people

As set out in the 2004 World Development Report, "Making Services Work for Poor People", it is possible to assess and approach service delivery through an accountability model for service delivery that includes three groups of stakeholders: citizens, as clients, influence policymakers; policymakers influence service providers; which in turn deliver services to the citizens who are also clients of the services.

Patel, R (2012) notes that service delivery failures result when any of these relationships break down. For instance, service failures may occur when citizens are unable to influence public action through the long route of accountability (break on the left side of the triangle), when there is non-payment of salaries to service providers (break on the right side of the triangle) or when there are difficulties in implementing services, such as poorly trained or absent teachers, part of the short route of accountability (break on the bottom of the triangle).

McArthur et al (1996) argues that one way in which improvements in service delivery have been implemented has been through various forms of community participation: direct service provision by communities, contracting by communities to service providers, new mechanisms

for holding public and Non-State Providers accountable for services. The connections between various forms of community participation and effective systems of service delivery can be assessed in a variety of ways, including improvements in basic human development indicators, such as those set out in international development goals, notably the Millennium Development Goals (MDGs).

Community participation in service delivery involves far more than the direct delivery of services. A central issue is how different types of participation may contribute to strengthening both the short and long routes of accountability for service delivery. Effective forms of community participation in service delivery provide both opportunities and incentives for local government officials to respond to community needs. This can create opportunities for more downward accountability, and thus reduce the accountability gap between the citizens and policymakers.

R. McGee, (2000) stresses that transparency at the local level may also be enhanced through score cards for public services or supporting local independent media to act as monitors of project activities. These measures serve to promote a process of slow improvements in accountability, both short route and long route, through what the WDR 2004 termed "strategic incrementalism" in a weak institutional environment. This means that service delivery obstacles are reduced with long-term efforts to rebuild state capacity, when feasible, through mechanisms of service delivery. At the same time, effective community participation exists in the context of political, social and legal structures which all shape the feasibility of participatory actions.

Relationship between community Participation and Service Delivery
Skelcher, C (2006) notes that community participations are inputs in terms of human, financial, physical and time which are processed through the participation system to produce outputs.
Community participation as a concept focuses on the idea that involving stakeholders in decision-making about their communities and broader social issues has important social, economic and political benefits. Their interest in participation emerged from a range of concerns: failures in state-led development.

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S. Manikutty, (2012) cites that the risk with an approach to economic development or service delivery that focuses too much on 'community participation' is that it may idealize the internal coherence and solidarity in communities, and miss the essential tasks of supporting effective, accountable and transparent public institutions.

Community participation processes include an identification of stakeholders, establishing systems that allow for engagement with stakeholders by public officials, and development of a wide range of participatory mechanisms. Stakeholders are individuals who belong to various identified 'communities' and whose lives are affected by specific policies and programs, and/or those who have basic rights as citizens to express their views on public issues and actions.

The proponents of participatory approaches Manikutty, (2004) highlight the value of engagement with stakeholders in terms of greater local ownership of public actions or development projects, as well as the potential.

Clients are usually in a better position to monitor programs and services than most supervisors in public sector agencies who provide the compact and management. When the policymaker-provider link is weak clients may be the best positioned due their regular interaction with frontline providers.

There are also important complementarities or spill-over effects in terms of what are complementarities or spill-over effects from community participation. The engagement of community organizations with public accountability systems can strengthen what Goetz and Jenkins have termed "diagonal accountability" (Goetz and Jenkins 1999).

In relation to service delivery, there are a range of issues related to the role of community participation and stakeholder involvement in service provision Clayton, Oakley and Taylor (2000). The short route of accountability provides for direct community action, both through community provision of services and through communities holding providers accountable at the point of service delivery. (Manikutty, 2004)

Richard (1986) argues that the long route of accountability emphasizes community voice and mechanisms for ensuring that policy makers respond to community priorities, which links to the nature of political systems. The mechanisms for holding elected and appointed officials

accountable are complex and multi-faceted. It is vital to emphasize that elections, even when free and fair, provide only a then line of accountability. Whether through the short route or the long route, the linkages between community participation and service delivery are complex and highly contextual.

Samanta Da Silva, (2000) cites that the perception of stakeholders and planners is an important consideration in the development and implementation of any public participation program. Public participation is often a requirement for planners; however, it is always optional for community. Community chooses to participate because they expect a satisfying experience and hope to influence the planning process.

Cogan (p. 287) indicates that participation can offer a variety of rewards to community. These can be intrinsic to the involvement (through the very act of participation) or instrumental (resulting from the opportunity to contribute to public policy). The planner's expectations are also important in that an effective public participation program can lead to a better planning process and product as well as personal satisfaction.

2.4 Summary of gaps identified in the literature review

The theory which the researcher's picked is participatory theory;

Most scholars including Brett (2003); Midley (1986) noted that the participatory theory plays an important role in managing development projects and programmes in poor countries, however the theory fails to reveal its performance in contexts where local conditions make co-operative and collective action very difficult, or where it is manipulated by implementing agencies to justify their own actions or poor performance. The study intends to focus on need for effective policy making especially by the concerned stakeholders. Deborah Thomas, et. al., (2003) puts much emphasis on the issue of participatory groups and rural development. The theory further calls for a more people-centered development practice that emphasizes the need to strengthen institutional and social capacity supportive of greater local control, accountability and self-reliance. The theory fails to disclose that it is sometimes not realistic especially in African context due to bureaucratic and corruption tendencies. Thus the study intends to advocate for

effective government policies in order to improve on service delivery through community participation.

CHAPTER THREE
METHODOLOGY

3.0 Introduction

This chapter consists of the procedures and methods used to conduct research on the study area. The chapter discusses how the respondents were selected, how data was collected and analyzed. The chapter also presents research design, population of study sample size, sampling technique, research instruments data sources. Reliability and validity, data gathering procedures, data analysis and limitations of the study.

3.1 Research design

The study followed a descriptive research design. The qualitative and quantitative approaches were employed based on the local government of Wakiso in Uganda. The quantitative technique was used to collect and analyze data on the community participation and service delivery in local government of Wakiso. The qualitative approach was used to community participation and service delivery in local government of Wakiso. This design was used because it brought out clearly the relationship between community participation and service delivery. The study was specifically non-experimental because the researcher wants to describe and make observations of what the real results would be for purposes of making decisions based on the facts to improve the situation.

3.2 Study population

The target population of 240 were selected and it comprised of (9) resident district commissioners, (1) city mayor, (50) teachers, (40) police officers, (100) students and (40) community leaders. The rational was that all the above respondents were stake holders. Target population refers to the cumulative elements of study from an environment in which information is gathered from.

Table 1 : Target population and Sample size

Category	Target Population	Sample size
Resident district commissioner	9	2
City mayor	1	1
Teachers	50	44
Police officers	40	25
Community leaders	40	28
Students	100	50
Total	**240**	**150**

Source: Primary Data (2019)

3.3 Sample size using Slovene's formula

The sample size of the study will consist of 150 respondents of the target population.

This was so because the nature of data to be generated required different techniques for better understanding of the research problem under investigation. Besides, the approach was also commonly known for achieving higher degree of validity and reliability as well as eliminating biases as per Amin (2005).

The Slovene's formula (1978) was used to determine the minimum sample size.

$$n = \frac{N}{1+Ne^2} = n = \frac{240}{1+240(0.05)^2} = \textbf{150 respondents}$$

n = sample size

N = the population size

e = level of significance, fixed at 0.05

3.4 Sampling methods

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

3.4.1 Purposive sampling

Purposive sampling involved selecting a number of Resident District Commissioners, city mayor

and community leaders based on the community participation in relation to service delivery. These were purposely selected because they head different sections of people within the community and thus have sufficient knowledge about the community participation and service delivery.

This method was appropriate because the sample selected comprised of informed persons who can provide data that was comprehensive enough to gain better insight into the problem.

3.4.2 Random sampling

Random sampling was used in selecting respondents from the population listing by chance. Teachers and students were randomly selected so as to get equal representation of the respondents. In that way, every member had an equal chance to be selected.

3.5 Data Sources

Both primary and secondary data collection methods were used to collect relevant data to the study. Data collection methods were considered in such a way so that relevant information was collected as much as possible with little inconvenience to respondents.

Primary data means to first hand data. They were collected from the respondents through interviews, and self-administered questionnaire. Primary data was important in answering questions about the extent of community participation in the service delivery programmes in Wakiso, the level of service delivery in local government under community participation in Wakiso and the relationship between community participation and service delivery in Wakiso. Secondary data means to second-hand data. These were obtained from recorded documents, earlier studies and some publications on community participation and service delivery. Other information was obtained from the internet.

3.6 Data collection instruments

The researcher used the following instruments in this study, questionnaire and interview.

3.6.1 The self-administered questionnaire

The questionnaires were the main primary source of data collection. The identified sample was serve with the questionnaire directly by the researcher. To obtain quantitative data, one set of questionnaires was used for all respondents. The questionnaires were filled in by Resident District Commissioners, City Mayor, Teachers, police officers, students and community leaders. The questions involved the feelings of respondent groups regarding the community participation's impact on service delivery in local government. The questionnaire aimed at getting responses from the respondents about their views on community participation leads to service delivery in local government.

3.6.2 Interviews

Interviews were face to face interaction between the interviewee and the interviewer. The interviews were held with those respondents identified purposely crucial to the provision of explanations to the topic under study. The questions for the interview were both open-ended and closed. The open-ended questions gave chance to more discussions, while the closed questions were asked for particular responses. The interviews method helped to collect additional views from respondents on the theme of the study. The questions were filled on spot and the respondents were interviewed from their offices to save time. This method allows further probing and clarification of questions that tends to be difficult and not clear to the respondents. It also enhances responses for questions which would be regarded as sensitive.

3.7 Data Processing

The data obtained from the questionnaire was double checked to make sure that the information provided is complete, consistent, reliable, and accurate. Data processing involved scrutiny of the responses given on the questionnaires by different respondents. Data was sorted, edited, and interpreted. The coding and tabulation of the data was obtained from the study then followed. To achieve data quality management, the questionnaires were tested on 10 respondents. This was done to test consistency and to ensure that instruments remain consistent over time.

3.8 Validity and reliability of the instrument

3.8.1 Validity

Validity of the instrument ensured through expert judgment and the researcher made sure the coefficient of validity to be at least 70%. The researcher consulted her supervisor for expert knowledge on questionnaire construction. After the assessment of the questionnaire, the necessary adjustments were made bearing in mind of the objectives of the study. The formula that was used to calculate the validity of the instrument was

$$CVI = \frac{no\ of\ items\ declared\ valid}{total\ no\ of\ items}$$

Out of the total of the 32 questions in the questionnaire, 25 were declared valid. This leads us to confirm the validity of the questionnaire as calculated below.

$$CVI = \frac{25}{32} = 0.78125 = 78.13\%$$

Since this the CVI is above 78.13%, the questionnaire was said to be valid

Equation 1: CVI Equation

3.8.2 Reliability

Reliability is a measure of the degree to which a research instrument yields consistent results or data after repeated trials (Muganda & Mugenda, 2003). Reliability of the instrument was established through a test-retest technique. The researcher conducted a pre-test of the instrument on group of subjects and waited one week then administered the same test to the same subjects a second time.

Cronbach's alpha was also used to determine the reliability of the instruments. A Cronbach's alpha value of 0.60 and 0.7 0 is considered to be the criteria for demonstrating internal consistency of new scale and established scales respectively. The table below shows each main constructs of the model was considered acceptable since the Cronbach's alpha related to each of them exceeded 0.70, confirming satisfactory reliability.

Table 1:Cronbach's Alpha

1. Construct Variable	2. Cronbach's Alpha	3. Number of items
4. Collective action	5. 0.86	6. 3
7. Consultation	8. 0.79	9. 3

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10. Co-learning	11. 0.85	12. 3
13. Co-option	14. 0.81	15. 3
16. Effectiveness in service delivery	17. 0.75	18. 4
19. Transparency levels	20. 0.76	21. 4
22. Service satisfaction	23. 0.83	24. 4
25. Access to service	26. 0.78	27. 4
28. Mean	**29. 0.80**	**30. 28**

The mean for the reliability test was established at 0.80 which is well above 0.70 and therefore the internal consistency (reliability) of the instrument will be confirmed.

3.9 Data gathering procedure
Before administration of the questionnaires
1. An introduction letter was obtained from the College of Humanities and Social sciences to enhance the researcher to conduct for the study in Wakiso Local government.
2. When it was approved, the researcher will make a list of qualified respondents from Resident District Commissioners, city mayor, teachers, police officer, students and community leaders and select them through stratified random sampling.
3. The researcher then explained the study to the respondents and request them to sign the informed consent form
4. Selected research assistants who assisted in the data collection; brief and orient them in order to be consistent in administering the questionnaires.

During administration of questionnaire
1. The respondents were requested to answer in full and not to leave any part of the questionnaires that were unanswered.
2. The researcher and assistants were emphasized to retrieve the questionnaires within three (3) days from the date of distribution.
3. All returned questionnaires were checked if they are all answered or not.

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3.10 Data analysis

Quantitative data analysis

The quantitative data involved information from the questionnaires only. Data from the field was too raw for proper interpretation. It was therefore vital to put it into order and structure it, so as to drive meaning and information from it. The raw data obtained from questionnaires was cleaned, sorted and coded. The coded data was entered into the Computer, checked and statistically analyzed using the statistical package for social scientists (SPSS) software package to generate descriptive and inferential statistics Descriptive analysis was applied to describe the primary variable and associated indicator items related to the study objectives.

The Pearson product correlation Co-efficient analysis was used to test the relationship among the variables and regression coefficient models to determine the extent to which the independent variables impacts on the dependent variable. The results were presented inform of tables then discussed in relation to existing literature. Conclusion and recommendations was drawn in relation to the set objectives of the study.

Qualitative data analysis

Qualitative data was collected using interview checklist during discussions with other authorized persons respondent category in meetings and documentary reviews using documentary checklist. Content analysis was used to edit the data and re-organize it into meaningful shorter sentences.

The data was analyzed and organized based on patterns, repetitions and commonalities into themes based on the study variables. The data then was used to reinforce information got from questionnaires to draw conclusion and recommendations.

Measurement of variables

The variables of the study were measured using the four likert scale. Different variables were measured at different levels.

The variables were measured at nominal and ordinal scale. The nominal scale measurement was used in the first part of the questionnaire (demographics) which comprised of items with some common set such as sex, age, marital status, designation and level of education of respondents.

According to Mugenda and Mugenda (1999), nominal scales are assigned only for purposes of identification but do not allow comparisons of the variable being measured.

The researcher used ordinal measurement which categorizes and ranks variable, being measured like uses of statements such as strongly agree, agree, disagree and strongly disagree (Amin 2005). The numbers in the ordinal scale represented relative position or order among the variable (Mugenda and Mugenda 1999: Amin 2005). Both nominal and ordinal scales were used to measure discrete variables and only the specified numbers such as 1, 2, 3 and 4 were applied (Amin 2005, P. 11).

The extent of community participation and level of service deliveryin local government were measured using a four linkert scale ranging from strongly agree (4) to strongly disagree (1) (Amin 2005).

3.11 Ethical Consideration

The researcher got an introductory letter from Kampala International University, college of Humanities and social sciences to the respondents of Wakiso in Uganda which showed that I am a student from Kampala International University.

3.12 Limitations and problems encountered

The study had the following limitations:

The researcher encountered problems of financial difficulties, especially in areas of printing, transportation, Library fees, internet costs and feeding among others, this constraint was averted by seeking financial sponsorship from friends and well wishers

Some respondents would be too busy with their daily schedule and would fail to spare time for the questionnaire. In such circumstances the researcher gave ample time to those respondents. This made it possible by serving them the questionnaires in time.

CHAPTER FOUR
DATA PRESENTATION, ANALYSIS AND INTERPRETATION

4.1 Introduction

This chapter presents the information on the background information of respondents including; gender, position of the respondent and duration of service. Further, the chapter reports on quantitative and qualitative data, presents summery, discussions, conclusion, recommendations, limitation of the study, contribution of the study and areas recommended for further research all done objective by objective as;

4.2 Respondents' Background Information

This section involved the description of the background information of the respondents because it gave a clear view of the respondents' ability to give adequate and accurate information on how Community Participation affects Service Delivery in Local Government of Wakiso, Uganda.

4.2.1 Gender of respondents

The respondents were asked to give their gender. This enabled the researcher to have a proportionate representation of both the females and males.

Table 1: Showing gender of respondents

Gender	Frequency	Percentage
Male	100	67
Female	50	33
Total	**150**	**100**

Source: Primary data

The table above shows that the majority of the respondents represented by (67%) were male and the females followed with (33%). This implies that the study was gender sensitive and collected views from both males and females since both sexes have adequate information on how Community Participation affects Service Delivery in Local Government of Wakiso, Uganda.

4.2.2 Qualifications of respondents

The respondents were asked to give their qualification. This enabled the researcher to have a proportionate representation of all respondents qualifications.

Table 2: Showing gender of respondents

Qualifications	Frequency	Percentage
Primary level	5	3
Secondary	30	20
Certificate level	30	20
Diploma	40	27
Degree	35	23
Master's degree	10	7
Total	**150**	**100**

Source: Primary data

The table above shows that the majority of the respondents represented by (27%) had a diploma, 23% had a Degree, 20% had a Secondary and certificate level, 7% held a masters degree and lastly 3% were primary level holders. This implies that the study collected views from all qualifications of respondents and the highest qualification was Diploma level

4.2.3 Age of Respondents

The respondents were asked to give their age. This enabled the researcher to have a proportionate representation of all respondents age.

Table 4: Showing age of respondents

Qualifications	Frequency	Percentage
20-35 years	80	53
36-49 years	40	27
50 and above years	30	20
Total	**150**	**100**

Source: Primary data

The table above shows that the majority of the respondents represented by (53%) were in the age bracket of 20 – 35 years followed by those in the age bracket of 36 – 49 years with 27% and lastly those with 50 and above years with 20%, This implies that the study collected views from all mature respondents since the highest age bracket was 20 – 35 years.

4.3 The extent of community participation in the service delivery programmes in Wakiso district

The first objective was set to determine the extent of community participation in the service delivery programmes in Wakiso District for which the researcher intended to find out how satisfactorily community participation in the service delivery programmes. extent of community participation in the service delivery programmes was broken into four aspects (including Cooperation, Collective action, Compliance and Consultation). The items were likert scaled using four points ranging between 1= Strongly Disagree, 2= Disagree, 3= Agree and 4= Strongly Agree. Their responses were analyzed and described using Means as summarized in table 4 below.

Table: 4 Showing the Extent of community participation

	Cooperation	Mean	Interpretation	Rank
1	Most community members do work hand in hand on matters related to the community	2.92	High	1
2	Teamwork and cooperation in the community helps to improve on standards of living	2.86	High	2
3	Local people have been effective enough in uniting with the outsiders to determine the realities	2.75	High	3
4	The outsiders usually work together with the local people to improve services delivered within the community	2.66	High	6
	Average mean	**2.80**	**High**	
	Collective action			
5	Most community members also do communal work in matters regarding service delivery	2.13	Low	7
6	The local people have been innovative enough mobilize to carry out activities with the community	2.67	High	5
7	Despite the absence of the outsiders or facilitators, sometimes the local people have been able to perform community work	2.79	high	4
8	The local people usually set agenda to perform joint activities within the community	2.75	High	

	Average mean	2.59	High	
	Compliance			
9	Local people sometimes agree to carry out public activities	2.97	High	1
10	Most community members are obedient to the community work routine	2.76	High	2
11	There is increased acquiescence regarding to assigning tasks with incentives and improve on services delivered	2.95	High	3
12	Outsiders usually decide the agenda and direct activities carried out within the community	2.66	High	4
	Average mean	2.84	High	
	Consultation			
13	Community meetings and conferences play a vital role regarding to activities of the community	2.66	High	4
14	Incorporation of local people's knowledge into development programmes important principle on matters of the community	2.88	high	5
15	The government usually ask for local opinions and decide on the course of action appropriately	2.67	High	
16	Public talks and consultation of the government with in the local people yield positivity on matters of service delivery	2.25	low	
	Average mean	2.62	High	
	Total Average mean	2.71	High	

Source: primary data, 2019

The means in table 4 indicate that the extents of community participation in the service delivery programmes were rated at different levels. Out of the sixteen (16) items, fourteen (14) were rated high equivalent to agree meaning that respondents agreed with the statement. The remaining two item were rated low (equivalent to disagree) meaning that the respondents disagreed to the statement.

When you sum up all the four categories, the overall average mean is (2.71) which is equivalent to agree on the rating scale used and thus basing on these results, it can be concluded that to a greater extent of community participation improves service delivery programmes in wakiso District.

Items which was rated low among others included Public talks and consultation of the government with in the local people yield positivity on matters of service delivery (Mean =

2.25) and Most community members also do communal work in matters regarding service delivery (Mean = 2.13)

The above means are supported by many respondents that claimed the poor community participation to a greater extent has affected the service delivery programmes in Wakiso district

To get a final picture on extent of community participation on service delivery programmes in Wakiso District, the researcher computed an overall average mean for all the items in Table 4, which came out to be (mean = 2.71), which confirms that extent of community participation improves service delivery programmes in Wakiso District..

Table 4 above reveals that 98% of the factors under community participation were found to have a positive effect on service delivery programmes in Wakiso District.

To get a final picture on extent of community participation on service delivery programmes in wakiso District Compliance of the community members was the highest with (Mean = 2.84) , followed by Cooperation, with (Mean = 2.80), Collective action with (Mean = 2.62) and Consultation was the last with (mean = 2.59)

4.4 To determine the level of service delivery in local government under community participation in Wakiso

The second objective was to determine the level of service delivery in local government under community participation in Wakiso. All the aspects of the service delivery in wakiso District were measured using four aspects in which respondents were requested to indicate the extent to which they agree or disagree with the statement by writing the number that best describes their perception. All the four items included Effectiveness in service delivery, Transparency levels, Service satisfaction and Access to services were likert scaled using four points ranging between 1= Strongly Disagree, 2= Disagree, 3= Agree and 4= Strongly Agree. Their responses were analyzed and described using Means as summarized in table 5 below.

Table 5: Showing the level of service delivery in local government under community participation in Wakiso

		Mean	Interpretation	Rank
	Effectiveness in service delivery			
1	There is effectiveness in service delivery and value	2.92	High	
2	There are no delays in service deliveries within the community	2.86	High	
3	Service providers are reliable/dependable in their delivery	2.75	High	
4	Service providers always attended to the community members in times of need	2.66	High	
	Average mean	**2.80**	**High**	
	Transparency levels			
5	There is transparency levels of service delivery	2.67	High	
6	The service providers respond with ease to the community needs	2.79	high	
7	Service delivery is very flexible within the community	3.12	High	
8	There is no discrimination when seeking public services	2.55	High	
	Average mean	**2.78**	**High**	
	Service satisfaction			
9	The community members are very satisfied with the services offered	2.97	High	
10	The community members are appreciative of the services provided	2.76	High	
11	There is also a good attitude among the community towards service delivery	2.95	High	
12	Local peasants are contented with the services provided	2.66	High	
	Average mean	**2.84**	**High**	
	Access to services			
13	There is always quick access to services	2.66	High	
14	The local people can get all services they need with ease	2.88	high	
15	The service providers are less bureaucratic	2.67	High	
16	The services offered are timely	2.25	low	
	Average mean	**2.62**	**High**	
	Total Average mean	**2.76**	**High**	

Source: primary data, 2019

The means in table 5 indicate that the level of service delivery in local government under

community participation in Wakiso were rated at different levels. Out of the sixteen (16) items, fifteen (15) were rated high equivalent to agree meaning that respondents agreed with the statement. The remaining one item was rated low (equivalent to disagree) meaning that the respondents disagreed to the statement.

When you sum up all the four categories, the overall average mean is (2.76) which is equivalent to agree on the rating scale used and thus basing on these results, it can be concluded that level of service delivery in local government under community participation in Wakiso is high basing on the findings.

Items which was rated low among others included The services offered are timely (Mean = 2.25) meaning that the respondents disagreed with this statement.

The above means are supported by many respondents that the level of service delivery in local government under community participation in Wakiso was not high but stood at a moderate rate in Wakiso district.

Table 4 above reveals that 99% of the factors under Effectiveness in service delivery Transparency levels, Service satisfaction, were found to have a positive effect on the level service delivery in local government under community participation in Wakiso District.

To get a final picture on extent of community participation on service delivery programmes in wakiso District Service satisfaction was the highest with (Mean = 2.84) followed by Effectiveness in service delivery (Mean = 2.80) , Transparency levels, with (Mean =2.78), and lastly Access to services with (Mean = 2.62)

4.5 To establish the relationship between community participation and service delivery in Wakiso.

The Pearson correlation coefficient(r) was used to establish the relationship between community participation and service delivery See table below.

The PLCC was used to test a null hypothesis that community participation and service delivery in Wakiso district are significantly correlated, results of which are indicated in table 6.

Table 6: Correlation for community participation and service delivery in Wakiso district

(Level of significance 0.05)

Variables Correlated	r-value	Sig. Value	Interpret	Decision Ho
Community participation vs Service delivery	.882**	.000	Strong positive and significant	Rejected

**. Correlation is significant at the 0.05 level (2-tailed).

Results in table 6 suggest that community participation is strong and significantly correlated with service delivery (r = 0.882, Sig. = 0.000). This leads to a conclusion that community participation is important for service delivery and these results are significant at 0.05 level of significance. Basing on these results, the stated research hypothesis is rejected, the alternative is accepted leading to a conclusion that community participation and service delivery (sig. = 0.000) are significantly correlated at 0.05 level of significance.

Table 4.3: Relationship between community participation and service delivery

		Correlations	
		community participation	**service delivery**
Community participation	Pearson Correlations	1	.936(**)
	Sig. (2-tailed)		.000
	N	34	34
service delivery	Pearson Correlations	.936(**)	1
	Sig. (2-tailed)	.000	
	N	34	34

Source: Primary Data

** Correlation is significant at the 0.01 level (2-tailed).Results revealed a significant positive relationship between community participation and service delivery (r=.936, sig= 000). This implies that the more efforts that community participation channels towards, the better the service delivery that it will realize in Wakiso district.

CHAPTER FIVE
DISCUSSIONS, CONCLUSION AND RECOMMADATIONS

5.1   Introduction

This chapter discusses the findings from the field reported in chapter four. In addition it composed of the discussions of the findings, conclusion and recommendations which are presented objective by objective and further areas of further.

5.2 Discussion of the findings

This section provides a critical review of research findings and relating them with relevant studies carried out beforehand. It aims at revealing consistencies and inconsistencies that may be there as a result of carrying out of this study.

5.2.1 The extent of community participation in the service delivery programs

The findings on the extent of community participation on service delivery programmes in Wakiso District, the researcher computed an overall average mean for all the items which came out to be (mean = 2.71), which confirms that extent of community participation improves service delivery programmes in Wakiso District stands at a moderate rate.

The findings also revealed reveals that 98% of the factors under community participation were found to have a positive effect on service delivery programmes in Wakiso District.

To get a final picture on extent of community participation on service delivery programmes in wakiso District the finding revealed that Compliance of the community members was the highest with (Mean = 2.84) , followed by Cooperation, with (Mean = 2.80), Collective action with (Mean = 2.62) and Consultation was the last with (mean = 2.59)

These findings were in line with those of Victoria & Anirudhha, (2006) who argued that through participation ordinary people are given opportunity to have a say in how their environment should be planned and developed in future, and that people are able to influence the final outcome of planned action. Most importantly, public participation contributes to overcoming a

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sense of hopelessness because it increases the public's senses of efficacy, meaning the belief that the ordinary citizens have the ability and competence to influence municipalities. This means that participation changes dependency into independency.

Stoker, G (2004) also notes that iimproving various dimensions of allocative efficiency includes greater attention to the priorities of communities, increased transparency on budgets and public resources through such mechanisms as public budgeting and Public Expenditures Tracking systems, and a subsequent reduction on 'rent seeking" by those in positions of power. Finally, improving accountability involves creating increased transparency from community involvement with public sector agencies, community participation in school management, and community participation in public hearings.

5.2.2 The level of service delivery in local government under community participation in Wakiso

The findings revealed that the level of service delivery in local government under community participation in Wakiso were rated at different levels. Out of the sixteen (16) items, fifteen (15) were rated high equivalent to agree meaning that respondents agreed with the statement. The remaining one item was rated low (equivalent to disagree) meaning that the respondents disagreed to the statement.

The overall average mean is (2.72) which is equivalent to agree on the rating scale used and thus basing on these results, it can be concluded the service delivery in local government under community participation in Wakiso is moderate.

To get a final picture on extent of community participation on service delivery programmes in wakiso District the fidings revealed that Service satisfaction was the highest with (Mean = 2.84) followed by Effectiveness in service delivery (Mean = 2.80) , Transparency levels, with (Mean =2.78), and lastly Access to services with (Mean = 2.62)

The findings were in line with those of John Gaventa (2000) who specifies the boundaries of service operations management as a field of study, the delivery, and the evaluation of services. Service delivery is an important strategic issue since it allows a government or local government

to transpose its strategy onto the operational level and he further notes that the effectiveness of operations strategy is contingent upon making the right design choices.

Also Skinner, (2008) cites that many of the research and theory building is focusing on how to narrow the gap between government and the community in Africa. How can we improve the legitimacy of public administration and regain the trust that community lost in their governments. Community participation, increasing transparency and service delivery improvement seem to be the key issues to deal with this assumed legitimacy problem.

Essential to the well-being of all people are the effective delivery of basic services such as health, education, water and sanitation. Accessible, quality services contribute to the achievement of the Millennium Development Goals and to the achievement of human rights. Yet, widespread evidence shows that services are failing poor people in a large number of countries with negative impacts on human development outcomes. In addressing the failure of services, one key point is that the failure of services is not just technical, it is the result of the lack of accountability of public, private and non-profit organizations to poor people

5.5.3 The relationship between community participation and service delivery in Wakiso

The findings revealed that community participation is important for service delivery and these results are significant at 0.05 level of significance. Basing on these results, the stated research hypothesis is rejected, the alternative is accepted leading to a conclusion that community participation and service delivery (sig. = 0.000) are significantly correlated at 0.05 level of significance.

The findings also revealed that Correlation is significant at the 0.01 level (2-tailed).Results revealed a significant positive relationship between community participation and service delivery (r=.936, sig= 000). This implies that the more efforts that community participation channels towards, the better the service delivery that it will realize in Wakiso district.

The findings were in line with those of Samanta Da Silva, (2000) who cites that the perception of stakeholders and planners is an important consideration in the development and implementation of any public participation program. Public participation is often a requirement for planners; however, it is always optional for community. Community chooses to participate because they expect a satisfying experience and hope to influence the planning process.

Also Cogan (p. 287) indicates that participation can offer a variety of rewards to community. These can be intrinsic to the involvement (through the very act of participation) or instrumental (resulting from the opportunity to contribute to public policy). The planner's expectations are also important in that an effective public participation program can lead to a better planning process and product as well as personal satisfaction.

5.3 Conclusion

The researcher concludes that community participation can contribute to improvement of accountability of the social, economic, and environmental issues in different segments of the society; therefore public participation helps to ensure that the government officials are accountable for their actions and responsive to public interests. Engaging in public affairs citizens are encouraged to exercise their democratic rights as a result, trade process becomes more representative. Openness to the public enables citizens to better access services from the government. Meaningful public participation allows trade officials to be better informed of different opinions and concerns and ensures that policies are community driven. A democratic country should satisfy needs of the minority groups and the majority, the differences of opinion in democratic states always brings disputes and public participation can alleviate social conflicts, by bringing different stakeholders and interest groups to the same table to air their views.

National laws, in particular the decentralization programme, have principally provided legal guarantees and substantial opportunities for communities to participate in the water-, education- and health-related programme planning and decision-making in their communities and local governments.

However, these opportunities are yet to be fully exploited in Wakiso district. Community resources have not been optimally maximized to enhance community participation in civic planning and decision-making, particularly in respect of the sub-sectors of water, education and health. Some categories of marginalized people, such as persons with disabilities, the poor, older persons, youth, women, the illiterate and people with ill health, experience greater social exclusion than others, which studies have shown undermines the community participation of such groups.

This research study has found that there is a strong nexus between community participation and the quality of social service delivery: findings show poor service delivery in health, education and water sectors is attributable to limited participation. There is, equally, a strong link between access to information and citizen participation, which local governments would do well to heed. Community members and their leaders have very limited knowledge on the citizen right to participate in the decision-making process and in the delivery of water-, education- and health-related service delivery. There is a need to improve sensitization on the right to health, education and water, which is targeted at citizens and local leaders to increase appreciation among this cohort of the right to participate in program planning, monitoring and decision-making. This will help to address the gaps identified in this report, including importantly the very low level of citizen participation in all the sub-sectors.

5.4 Recommendations

From the findings and conclusions the study recommends;

i.   Continuous sensitization of community should be implemented to raise awareness that participation (including in the delivery of services at local government level) is a legally enforceable right, for which there is an effective remedy if violated.

ii.   Additional care should be taken by local governments and civil society to sensitize and capacitate marginalized groups to demand affirmative action measures from local governments to ensure their participation, for example the convening of special-interest group consultation meetings.

iii.   Efforts should be made to empower community structures and enhance citizen access to information in order to address existing gaps in access to information on water, education and health. This requires revisiting some of the modalities, channels, packaging, branding, language and platforms currently used to disseminate civic information.

iv.   Support should be provided to village level committees to ensure their functionality, since research findings revealed that most are currently not functional, with some completely dysfunctional, acting as a barrier to the effective participation of citizens.

v.   Greater transparency should be achieved in the selection of committee members to afford all interested parties the equal opportunity to contest and participate in the selection of committee representatives and leadership.

vi. The creation of functional participation platforms must be prioritized as a matter of urgency to provide citizens with a forum in which to raise water-, education- and health-related service delivery concerns. Citizen concerns should be given priority in civic planning, policy, budgetary and oversight, etc. processes.

vii. The laws providing for citizen participation should be revised to expressly provide facilitate the inclusion of marginalized groups in public decision-making processes

5.5 Areas for further research

The following are proposed areas for research to strengthen the academic literature on community participation in Ugandan local government:

- An assessment of the role of community participation in service delivery – other area based cases or sector specific ones (e.g. health, education etc.) could be studied;

- The level of community demand for accountability and service delivery in Uganda;

- Comparative studies on community demand for accountability and service delivery, looking at different geographical areas and methodological approaches.

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