

**AN ASSESSMET OF THE IMPACT OF CORRUPTION PRACTICES ON SERVICE
DELIVERY IN THE PUBLIC SECTOR**

**A CASE STUDY OF
IGANGA MUNICIPAL COUNCIL, IGANGA DISTRICT**

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ABSTRACT

This study's goal was to evaluate how corruption affected the provision of services in the Iganga district and municipality.

The results showed that bribery causes greater deaths globally than any other factor, including a lack of medicines, health personnel' absences, poorly equipped hospitals, inadequate educational facilities, and so forth.

Instead of the other way around, the civil sector delivered the political message against corruption.

So, it was advised that civil workers receive more financial and non-financial compensation, which would encourage them to carry out the services that must be offered to the public, especially in rural areas. According to the results, 14% of the participants believed that public servants must exert their positive influence to call for greater responsibility and openness in the local authorities they serve, and they also focused on the creation of monitoring teams to guarantee the proper service delivery. Also, 8% of participants placed a strong emphasis on law enforcement, saying that the government must set up a structure of institutions and laws to combat corruption.

To support and encourage transparency, these laws ought to be improved and properly applied. Establishing a separate mechanism to monitor the standard of services provided to the public.

We will be able to hold our elected officials accountable through such a system, increasing their efficacy.

Key words: corruption, service delivery and public sector

Background to the study

According to the PPDA (Public Purchasing and Disposition of Public Assets) Commission, corruption in procurement alone costs the government more than \$100 million annually.

Around 1,100 billion shillings have been taken from the government of the time seven years.

And that is simply what is currently known about it.

The assumption that unreported loot may dominate reported loot is not wholly incorrect.

The greatest scandals from the past seven years are listed in the table below. The CHOGM 2007 in Kampala was supposed to cost about \$27 million, however it was hijacked.

Also, we learned that \$10 million of the International Fund's money to fight TB, AIDS, and malaria had been stolen, however some reports put the amount as \$37 million.

The GAVI immunization scan cost an additional \$46 million.

The infamous Temangalo Affair cost the NSSF worker's fund 11 billion shillings in July 2008.

Early in 2010, 19 billion shillings intended for printing national identification cards were stolen.

We soon learned that another 60 billion shillings had vanished from the mortgage support center (Ejang, 2020).

A staggering 169 billion shillings were said to have been mistakenly issued to Basajjabalaba as the year came to a close.

Next, an additional 169 billion shillings in 2012 meant to clear outstanding pension claims of 1,018 East African community workers had been stolen. Finally, a reported 50 billion shillings had been lost in the ongoing Office of the Prime Minister (OPM).

Problem Statement

There is no denying that bribery in Uganda is becoming worse.

Many individuals would anticipate less wrongdoing in the public sector (MauroP, 2002).

Yet, in Uganda's public sector, which includes the jail system, the court, the health care system, district service bureaus, police, and military units, bribery has only become worse.

The results of the IGG integrity study show that there are many organizations that receive unofficial contributions, with the police receiving the greatest percentage—94.3%—followed by the local national army, the public service, and the district service commission, which received 84.8%.

Specific objectives of the study

1. *To identify the various forms of corruption.*
2. *To analyze the effects of corruption on service delivery*
3. *To assess the possible remedies to corruption*

Research Questions

1. *What are the various forms of corruption?*
2. *What are the effects of corruption on service delivery?*
3. *What are possible remedies to corruption?*

Methodology

Research design

The researcher used a cross-sectional approach.

In order to save time and money, the study adopted a cross-sectional design in which the relevant data was used to gather information from every respondent once and for all.

Both kinds of methods were employed in the investigation.

Based on variables that were numerically measured and statistically assessed, the quantitative method was applied.

Participants in the study

The Iganga district Local Government was used to select the study's number of respondents.

Particularly rural homes made up the study's number of respondents.

This was due to the isolation of rural areas, making certain rural populations unavailable to welfare workers.

Sampling procedure

The researcher used systematic random procedure of probability sampling. This was used because according to (Majundar, 1996), simple random sampling involved low costs of data collection, and was operationally easy to control. A total of 50 respondents were sampled by the researcher and these comprised of 45 rural households and 5 Local leaders. Because they provided detailed information.

Sources of data

The researcher used both primary and secondary sources of data during the research.

Primary data

During in the investigation, by employing questions, primary data was acquired from participants who were considered to provide first-hand knowledge regarding the topic under study, i.e., federal employees, the population, and local leaders.

Primary data

Secondary information are already-written pieces of information that other academics have produced for purposes other than research (O'Sullivan and Rassel, 1989).

Textbooks, online journals, the internet, and the records collected by various individuals were all sources of secondary data used by the researcher.

Both techniques and tools are used to acquire data.

Questionnaires

In Iganga Municipal Council, the researcher employed identity questions that he handed to the selected participants.

The questionnaire surveys were then selected from the respondents for analysis after being distributed to the participants in their various jobs.

Interviewing

The researcher utilized formal conversations as a technique for information collecting because they provide an opportunity to delve deeply into a subject and enable communication between the investigator and the people being interviewed, making it simple to clarify any misinterpretation of the inquiries and responses given.

Using this approach, the researcher conducted interviews with residents of the Iganga Municipal

Council.

The conversation centered on the connection among bribery and the provision of public services.

Data analysis

In order to examine the data, statistical programs like SPSS were utilized (Nelson, K., 2022), followed by frequency and percentage tables.

Also, the investigator utilized ranges since they gave the reader access to the most comprehensive set of data.

Tables of frequencies and percentages were used to give context to the data

Data analysis and presentation

Corruption and its forms

The interview guide established that 10% of the rural households said that the main forms of corruption in the district include corruption in building schools and classrooms, the provision of schools, the provision of health facilities, building roads and many others.

The policemen are the municipality's most dishonest department, according to 30% of participants. However, 5% of participants indicated that other institutions, such as the health, court, and training centers, as well as the police are also experiencing an increase in dishonesty. Bribery in these areas has increased annually, they added.

According to the participants, the education industry follows the health sector as the percentage of persons who accept bribes for educational services has increased from 15% to 36%.

The respondents also concurred that the court, one of the institutions tasked with combating corruption, is in a worse state.

This is also consistent with the 2010 World Travel and tourism survey.

Corruption and delivery of services

A total number of 50 respondents agreed that corruption affects service delivery and further said that this is mainly as a result of diverting funds that would have been meant for provision of services such as education, health facilities and transport.

Table 2: showing the effects of corruption on service delivery

Effects of corruption on frequency percentage service delivery

STATEMENT	FREQ	PERCENTAGE
Reduces the quality of service	30	60
Reduces revenue	10	20
Depletion of national wealth	10	20
Total	50	100

Source: primary data 2022

From the above findings, 60% of the respondents agreed that corruption has affected service provision through reducing the quality-of-service delivery as stressed by a respondent.

It is common to find classrooms without furniture, children have to line up for the pit latrine, no creation facilities and later on the libraries do not exist.

This is in line with (Tanzi and Davoodi, (1997) who wrote corruption reduces tax revenue and depletes the natural resources.

Remedies to Corruption

Table 3: showing the remedies to corruption

STATEMENTS	FREQ	PERCENTAGE
Acting with integrity	1	1
Reporting those who are corruption the appropriate authority	2	2
Obeys the law	1	1
Involve participation of the locals	7	4
Setting monitoring teams for service delivery	6	6
Ensuring accountability and transparency	4	4
Adequate civic competence	0	0
Total	20	100

Source: primary 2022

According to the aforementioned findings, 6% of respondents, particularly local leaders, stated that public officials should always act honorably while interacting with the government and never forget that public resources are meant for the good of the people, not for personal gain.

According to 12% of those polled, if someone has reason to believe that corruption of any kind is occurring, they should report it to both them and the proper authorities.

8% of participants believed that citizens should respect public resources, uphold the law, and inspire everyone around them to do the same.

In order to gain access to the services provided, 43% of the respondents felt they should participate in the government program.

Also, they concurred that the public officials should explain the program's advantages to them in order to ensure responsibility and openness. 17 of the responders from the aforementioned table focused on having a sufficient level of civic competency that will strengthen their predicament. They continued by saying that they view the offering of amenities as a gift or favor from the administration, that they view it as their right and, as a result, accept that anywhere, and that they, therefore, must be aware of the amount of money that has been given to their local leaders for roadways or schools. According to 14% of participants, public officials must exert their positive influence to call for greater accountability and transparency in the municipal authorities they are working in. They should also concentrate on the creation of monitoring teams to ensure the proper delivery of services. Also, 8% of respondents placed a strong emphasis on law enforcement, saying that the government must set up a structure of institutions and laws to combat corruption. To support and encourage accountability, these laws ought to be improved and properly applied.

Conclusion

Because it impacts mankind, the fight against corruption needs the involvement of each and every one of us.

I think that dishonesty kills more people than anything else in the world; people die every day from lack of medicine, health professionals' absences, poorly furnished hospitals, inadequate educational facilities, etc.

We all have different possibilities for involvement; leaders must use their positive influence to push for greater responsibility and openness in the nation they are starting to work in; NGOs and CSOs must make sure that they act as an island of honesty to set an example of how things should be done; and the private industry must show that it is committed to conducting business ethically without discrimination.

Recommendations

Increasing financial and non-financial remuneration for the civil servants which motivates them to put into action their services that are to be provided to the people especially in the rural areas.

Establishing an independent system to supervise the quality of services delivered to the people. Through such a system, we shall be able to hold our leaders accountable hence improving on the effectiveness and effectiveness and efficiency in the delivery of services.

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