

**Effect of Participatory Budgeting on Service Delivery in District Local Governments in
Uganda**

Case Study: Bulambuli District Local Government

Kiondo Catherine

2012-B022-40027

**An Under Graduate Research Dissertation Presented to the Faculty of Business
Administration and Management in Partial Fulfillment of the
Requirements for the Award of the Degree of Bachelor in
Business Administration and Management**

Uganda Martyrs University

January, 2017

DEDICATION

This report is dedicated to my mother Mrs Dinah Kiondo, mother in law Mrs Wandeba Christine, my beloved children Nakanjako Joy Diana, Namono Esther, Staysy Daisy, Zesilo Deborah, Delight Desire, Prince Lawrence, Gondo Elijah.

ACKNOWLEDGEMENTS

I thank the almighty God who has brought me this far in terms of my academic life . Am grateful to my supervisor Kiizah Pastor for his intellectual guidance and support that has made this dissertation a success

Iam most grateful to my spouse whose finicial and psychological support made this report possible even in very difficult times.

I won't for get to acknoweldge all my friends; Nayando Diana Esther, Wolimbwa Fred,Samanya Christine,Gidio Charles, Nasinu Micheal, Nambozo Sarah, My Nephew Mukisa Brian Busiima, My House Executive Aidah Salama Namakoye

May the Almighty God Bless You Abundantly !

TABLE OF CONTENTS

DECLARATION	ii
APPROVAL	iii
DEDICATION	iv
ACKNOWLEDGEMENTS	v
LIST OF TABLES	ix
LIST OF ABBREVIATIONS	xi
LIST OF FIGURES	xii
ABSTRACT	xiii
CHAPTER ONE	1
GENERAL INTRODUCTION.....	1
1.0 Introduction.....	1
1.1 Background of the Study	1
1.2 Problem Statement	5
1.3 Objectives of the study.....	6
1.3.1 The general objective of the study	6
1.3.2 Specific objectives of the study	6
1.4 Research questions.....	6
1.5 Scope of the Study	7
1.5.1 The Time Scope	7
1.5.2 The Content Scope.....	7
1.5.3 The Geographical scope.....	7
1.7 Significance of the Study.....	7
1.8 Definition of Key Terms	8
1.9 Conceptual frame of the study.....	9
CHAPTER TWO	11
LITERATURE REVIEW	11
2.0 Introduction.....	11
2.1 Theoretical Review	11
2.2 Empirical review	13
2.3 An overview of main concepts of the study.....	16
2.3.1 Budget	16

2.3.2	Budgeting.....	16
2.3.3	Service delivery	16
2.4	Direct Citizen Participation and Service deliv	17
2.5	Reprensative participation and service delivery	17
2.6	Mixed Participation and Service delivery.....	19
2.7	The relationship between Participatory Budgeting and service delivery.....	20
CHAPTER THREE		22
RESEARCH METHODOLOGY		22
3.0	Introduction	22
3.1.	Research Design.....	22
3.3	Study Population.....	23
3.4	Sampling procedures.....	24
3.4.1	Sample Size.....	24
3.4.2	Sampling Techniques.....	25
3.5	Data Collection Methods.....	25
3.6	Data Collection Instruments	26
3.7	Quality Control Methods	27
3.8	Data Management and Processing.....	27
3.10	Ethical Consideration	27
3.11	Limitations to the Study.....	28
CHAPTER FOUR : DATA PRESENTATION ,ANALYSIS AND DISCUSION OF FINDINGS		29
4.0	Introdution.....	29
4.1	Demographic data of the respodents.....	29
4.2	Direct Citizen Participation in the budget process and Service delivery in BDLG	32
4.3	The Effect of Representative Budget Participation on Service delivery in BDLG	36
4.4	Effect Of Mixed Citizen Participation In The Budget Process On Services Delivery In BDLG.....	39
4.5	Service delivery in Bulambuli District Local Government	42
4.5.1	Utiliy Services.....	42
4.5.2	Health Services	44
4.5.3	Education Services.....	46
4.5.4	Transport Services	48
4.6	Examining the relationship between Participatory Budgeting and Service delivery.....	50

CHAPTER FIVE SUMMARY, CONCLUSION AND RECOMMENDATIONS	52
5.0 Introduction	52
5.1 Summary of the Major Findings.....	52
5.2 Conclusions	54
5.3. Recommendations.....	54
5.4. Suggested Areas for Further Study.....	55
<u>REFERENCES</u>	56
APPENDIX I	58

LIST OF TABLES

Table 3.1 Distribution of Respondents of the Study.....	23
Table 3.2 Sample size.....	24
Table 3.3 Sampling techniques.....	25
Table 4.1 Gender.....	29
Table 4.2 Age Bracket.....	30
Table 4.3 Academic Qualifications.....	31
Table 4.4 Department.....	31
Table 4.5 Work Experience.....	32
Table 4.6 Ordinary stake holders are invited to participate at all stages of the budget process normally at various sub-counties and parish levels.....	33
Table 4.7 The district first consults with the locals on the most pressing needs in their area before drafting the budget.....	34
Table 4.8 Priority is given to the most vital services in the district as suggested by the locals in their given locality.....	34
Table 4.9 In case of small projects, the district gives responsibility to citizens to implement and monitor such projects.....	35
Table 4.10 Key stake holders are invited to participate at all stages of the budget process.....	36
Table 4.11 The district also invites representatives from various organizations in the district to participate in the budget process	36
Table 4.12 Both elected and appointed councilors are invited to represent their people during the budget process.....	37
Table 4.13 Implementation and monitoring is done by both appointed and elected leaders on the behalf of their people.....	38
Table 4.14 All citizens both ordinary and representatives from various organizations are invited to participate on the budget process.....	39
Table 4.15 Technocrats normally communicates to stakes holders before the budget process begins.....	40
Table 4.16 Monitoring and implementation is done by both the technocrats together with the local stake holders.....	41

Table 4.17 All sub-counties are called upon to forward their priorities during the drafting stage of the budget.....	42
Table 4.18 There is easy access to clean and safe water in the district.....	43
Table 4.19 There is easy access to electricity in most parts of the district.....	43
Table 4.20 The cost of power is lower in the district.....	44
Table 4.21 There are enough health centres evenly distributed in the district.....	45
Table 4.22 There are enough drugs in health centres in the district.....	45
Table 4.23 There are enough health staff employees in most health centres.....	46
Table 4.24 There are enough schools evenly distributed in the district.....	47
Table 4.25 The number of school facilities like desks, latrines are enough.....	47
Table 4.26 There are enough teachers and performance of pupils and students is good.....	48
Table 4.27 Most parts of the districts are accessible due to good roads.....	49
Table 4.28 The number of road kilometres constructed has greatly increased.....	49
Table 4.29 All roads are easily accessible even during rain season.....	50
Table 4.30 Model Summary	50
Table 4.31 Anova.....	51

LIST OF ABBREVIATIONS

BDLG	:	Bulambuli District Local Government
LG	:	Local Government
MOLG	:	Ministry of Local Government
NGOs	:	Non Government Organisations
NPM	:	National Policy Management
PB	:	Participatory Budgeting
PLE	:	Primary Leaving Examinations
U N H S P	:	United Nations Human Settlement Programme
UN	:	United Nations
UNDP	:	United Nations Development Programme

LIST OF FIGURES

Figure 1.1 Conceptual frame work of the study.....	10
--	----

ABSTRACT

The research was carried out to study the effect of Participatory Budgeting on service delivery in local governments with BDLG as the case study. The major objective of the study was to find out the effect of Participatory budgeting on service delivery in BDLG. The study was also guided by the following specific objectives: to find out the effect of direct citizen participation in the budget process on service delivery in Bulambuli district, to study the effect of representative citizen participation in the budget process on service delivery in Bulambuli district , to examine the effect of mixed participation in the budget process on service delivery Bulambuli district.

The study adopted a case study research design to collect data from a population of 92 respondents out of which 75 were sampled; both simple random and purposive sampling techniques were used to select the respondents. The researcher administered a survey questionnaire to each member of the target population since it was the most appropriate tool to gather information. Quantitative analysis and regression analysis were used as data analysis techniques. Descriptive statistics such as mean, standard deviation and frequency distribution were used in the analysis of data. Data presentation was done by use of tables for easy understanding and interpretation.

The findings of the study shows that majority of respondents agreed direct citizen participation improves service delivery , however majority of them, 81.3% disagreed and strongly disagreed on whether they are given chance to participate directly in the budget processs, Majority of the respondents also agreed that representative citizen participation in the budget process affects service delivery, however 54.7% of the respondents strongly disagreed and disagreed on whether key stake holders are invited to participate at all stages of the budget process. The findings of the study reveal that all citizens are not invited to partiipate in the budget process Bulambuli district , this is so because over 76% of the respondents disagreed and strongly disagreed when asked on this matter.The field findings indicate that the adjusted R square (co-efficient of determination) was 0.247 signifying that there was variation of 24.7% on service delivery in BDLG, due to changes in Participatory Budgeting.

In summary , Direct citizen participation through consulting the locals on the most pressing needs/ vital services, giving citizens chance to implement and small projects can help improve service delivery. Representative Citizen Participation affects service delivery, this can be either negatively or postively,Through mixed participation, local governments are able to plan for the type, level, and quality of service delivery together with the users of those services.

The study made the following recommendations basing on the research findings; Bulambuli district should embrace direct citizen participation especailly in implementation and monitoring of small projects, priority should also given to the most pressing and vital needs as suggested by the local people if they are to improve service delivery in the district.

In case of representative participation, all key stake holders should be invited and the process of selection should be done objectivity in order to avoid bias. In case of mixed participation, all citizens both ordinary and representatives of various organisations should be invited to participate in the budget process, however it is also important to assess the costs and benefits associated with all citizens participating in the budget process , because this calls for more funds.

CHAPTER ONE

GENERAL INTRODUCTION

1.0 Introduction

This chapter covers the background to the study, problem statement, objectives of the study, research questions, scope of the study, significance of the study, definition of key terms and finally conceptual framework.

1.1 Background of the Study

Participatory budgeting programs are part of a larger effort in Brazil to extend and deepen actual, existing democracy (Abers 2000; Avritzer 2002; Baiocchi 2001; Wampler and Avritzer 2004). Since the reestablishment of democracy in 1985, Brazilian politics has continued to be dominated by traditional patronage practices, social exclusion, and corruption. Numerous governments, NGOs, social movements, and political parties have turned to the ideas, values, and rules associated with participatory budgeting in an effort to improve policy outcomes and enrich Brazil's young democracy. One of the reasons why participatory budgeting is transferable to other locations, especially in developing countries, is that clientelism and social exclusion are everyday realities in many parts of the developing world.

Participatory budgeting began in 1989 in the municipality of Porto Alegre, the capital of Brazil's southernmost state, Rio Grande do Sul. Porto Alegre has more than 1 million inhabitants and is wealthy by Brazilian standards. In 1988 the Workers' Party, a progressive political party founded during the waning years of the 1964–85 military dictatorship, won the mayoral election.

Its campaign was based on democratic participation and the “inversion of spending priorities” that is, the reversal of a decades-long trend in which public resources were spent in middle- and upper-class neighborhoods.

Participatory budgeting was intended to help poorer citizens and neighborhoods receive larger shares of public spending. When the Workers’ Party won the mayor’s office in Porto Alegre, it inherited a bankrupt municipality and a disorganized bureaucracy. During its first two years in office, the new administration experimented with different mechanisms to tackle financial constraints, provide citizens with a direct role in the government’s activities, and invert the social spending priorities of previous administrations. Participatory budgeting was born through this experimental process. In 1989 and 1990, the first two years of participatory budgeting, fewer than 1,000 citizens participated in the participatory budgeting process; by 1992, the number of participants had jumped to nearly 8,000. After the Workers’ Party was reelected in 1992, the program took on a life of its own, with participation increasing to more than 20,000 people a year. Participation grew as citizens realized that participatory budgeting was an important decision-making venue.

Participatory Budgeting (PB), is the extent to which stakeholders are involved with and have influence on the determination of their budgets (Brownell, 1982), it has been embraced by both developed and developing countries as a strategy for poverty reduction. Scholars and practitioners based on the success in Latin America hypothesised that citizens’ participation in resource allocation (through the budgeting process) leads to addressing the priority concerns of the citizens in their communities, and therefore their well-being, through poverty reduction (Sterling, Grunfelder and Borges, 2006). The

hypothesis is based on the assumption that participants in the budgeting process are fully involved in determining their local needs by identifying service options for investment and disinvestment, evaluating these options, based on available evidence and data, to make resource allocations. Based on the above assumptions stakeholders involvement in the process of budgeting in local governments, is considered to be one of the means of increasing and enhancing service delivery as it promotes accountability efficiency and effectiveness (Franklin and Ebdon, 2004).

Budgeting and Participatory Budgeting in Uganda is legally supported in the Constitution of Uganda of 1995; in the Budget Act of 2001 and in the Local Government Act of 1997. In addition, there are a number of laws that promote and regulate the space for civic engagement, participation and association. These include NGO registration Act, Access to Information Act, Communications Act, Press and Journalism Act, Public Procurement Act and the Political Parties and Organizations Act. To promote accountability and transparency among civil society organizations, an NGO Quality Assurance Certification Mechanism was created for self-regulation of members.

While the statutory dates for the key budget activities are stipulated in the Budget Act of 2001, delays are often experienced, which in turn affect other budget preparation activities including mobilizing the participation required. For example, in local governments where participation is not well founded, PB is rushed to fulfill mandatory requirements. Instead of organizing several budget conferences for stakeholders at different levels of the local government as required by law, a one-day budget conference is held for the entire local government. Such arrangements undermine PB as a means of

empowering citizens in all stages of the budget process. Consequently, many stakeholders otherwise excluded in the PB process are being left out.

As noted earlier, several laws provide space for citizens to participate in the budget process. In reality, there are few opportunities for civil society and end-users of services to exercise voice on the various aspects of the budget process both at the national and local government levels. Space is also limited for civic engagement to assess the effectiveness, quality, timeliness/reliability and equity of service delivery. One reason for limited civic engagement is that there are not many open platforms for expressing such voices. The user committees (School Management Committees, Health Management Committees, Water Committees), which have the mandate on behalf of the citizens to enforce and demand accountability, have poor knowledge of their roles and responsibility and over time have been so 'bureaucratized' that their voices are not effective. Participation of citizens is thus critical for the effectiveness of the platforms and efforts should be made by political leaders to spur it and support. (Kasozi, 2013)

Service delivery: refers to a relationship between policy makers, service providers, and consumers of those services, and encompasses both services and their supporting systems. In public administration, we make a distinction between service delivery and service provision. Service provision generally refers to the principal actor (mainly a government department) offering services either directly or indirectly. Service delivery as it suggests, refers to the actual policy implementation/ or delivery, and the agencies doing so. (UNDP,2014). It is argued that citizen participation in the budget process can help improve on the quality of services provided, because after all they are the end users of these services, their participation helps in resource prioritization especially in the most

critical sectors like health and education. However this is not the case in most local governments due to many factors hence leading to poor service delivery.

1.2 Problem Statement

Basic public services such as education, health, roads and agricultural advice are essential to the local and national economies. The quality of these services provided to citizens is the ultimate measure of the performance of government. A review of selected service delivery indicators for Bulambuli District shows that despite advances made in various areas, service provision remains below target levels. This is very evident in the performance of children in last year's PLE because Bulambuli district was ranked as one of the worst performing districts. Most of the schools in the district lack modern structures; road net work is also so poor because when it rains most of the roads are inaccessible especially in Buginyanya, Lusha ,Masila and Kamu asub-county upper side of Bulambuli, With Muyembe Hospital being the main hospital in the district, it is overwhelmed by the number of patients yet the number of facilities are limited. (Civil Society report, 2016). Poor service delivery has been attributed to failure of the district to involve the local communities in planning and budgeting process, in order to select vital needs in their communities.

However there is little empirical evidence on the goals and outcomes of participatory budgeting. As Yahya (2008) observed, "the benefits of citizen participation have therefore largely remained unclear for the local communities, leading to varying expectations and little means for determining whether the outcomes of citizen participation are acceptable or even exceed the costs of the process. Therefore the purpose of this research is intended to study whether participatory budgeting can help boost service delivery in local governments.

1.3 Objectives of the study

This covers both the general objective and specific objectives of the study.

1.3.1 The general objective of the study

To examine the effect of participatory Budgeting and Service delivery in Bulambuli district local government.

1.3.2 Specific objectives of the study

- i. To find out the effect of direct citizen budgeting on service delivery in Bulambuli district
- ii. To study the effect of representative citizen budgeting on service delivery in Bulambuli district
- iii. To examine the effect of mixed participation budgeting on service delivery Bulambuli district

1.4 Research questions

- i. What is the effect of direct citizen budgeting on service delivery in Bulambuli district?
- ii. What is the effect of representative citizen budgeting on service delivery in Bulambuli district?
- iii. What is the effect of mixed participation budgeting on service delivery Bulambuli district?

1.5 Scope of the Study

This covered the time scope, the content scope and the geographical scope.

1.5.1 The Time Scope

The study covered the period starting from early Feb 2016 - to date , this period is chosen because it is time when Civil society released its report about service delivery in Bulambuli district.

1.5.2 The Content Scope

The study will draw its attention on the effect of participatory budget on service delivery in Bulambuli district ;the independent variable will be participatory budget is divided into direct citizen participation,representative participation and mixed system of participation, and PB thematic programs whereas service delivery is the dependent variable divided into Access to utility services, Health infrastructure ,Education infrastructure moderated by government environment, design of the process, and mechanism

1.5.3 The Geographical Scope

Bulambuli district is boarded by Nakapiripirit district to the north, Kapchorwa district to the east, Sironko district to the south and Bukedea district to the west, Bulambuli headquarters are located appromately 32 kilometres by road, north east of Mbale, the coordinates are 01 22N 09E

1.7 Significance of the Study

In terms of academics, it will accomplish the requirements for the award of the degree of Bachelor in Business Administration and Management.

It will allow other academicians to have access to similar information in future research Participatory Budget process and service delivery as a point of reference.

The study will avail more information to policy makers on proper ways of making participatory budget process a success in district local governments.

1.8 Definition of Key Terms

Participatory budgeting :

For purposes of this research , Participatory Budgeting (PB), is the extent to which stakeholders are involved with and have influence on the determination of their budgets (Brownell, 1982).

Direct citizen participation

This involves the direct and voluntary citizen engagement; In this case, participation does not require membership to any organization, or an elected leader. In fact, it is the mobilized citizens, whether or not organized, who decides. Direct participation is possible in small communities like ward or village (UN HABITAT, 2004).

Representative participation

This involves indirect participation where both appointed and elected representatives of existing organizations engage their local authorities on their behalf. In this case, delegates mediate the participation. (U N H S P, 2010)

Mixed participation

This form of participation tends to broaden the budgetary discussions to include all citizens both the voluntary mobilized citizens and representatives of the given organizations in the area. . (Anna K, 2012)

Service delivery:

Service delivery: refers to a relationship between policy makers, service providers, and consumers of those services, and encompasses both services and their supporting systems.. (UNDP, 2014).

Utilities

For purposes of this utilities will mean water and electricity services.

Health services

Health services will mean access to medical services such as vaccination of children, maternity for pregnant, drugs for sick people, and access to ARVs for HIV patients.

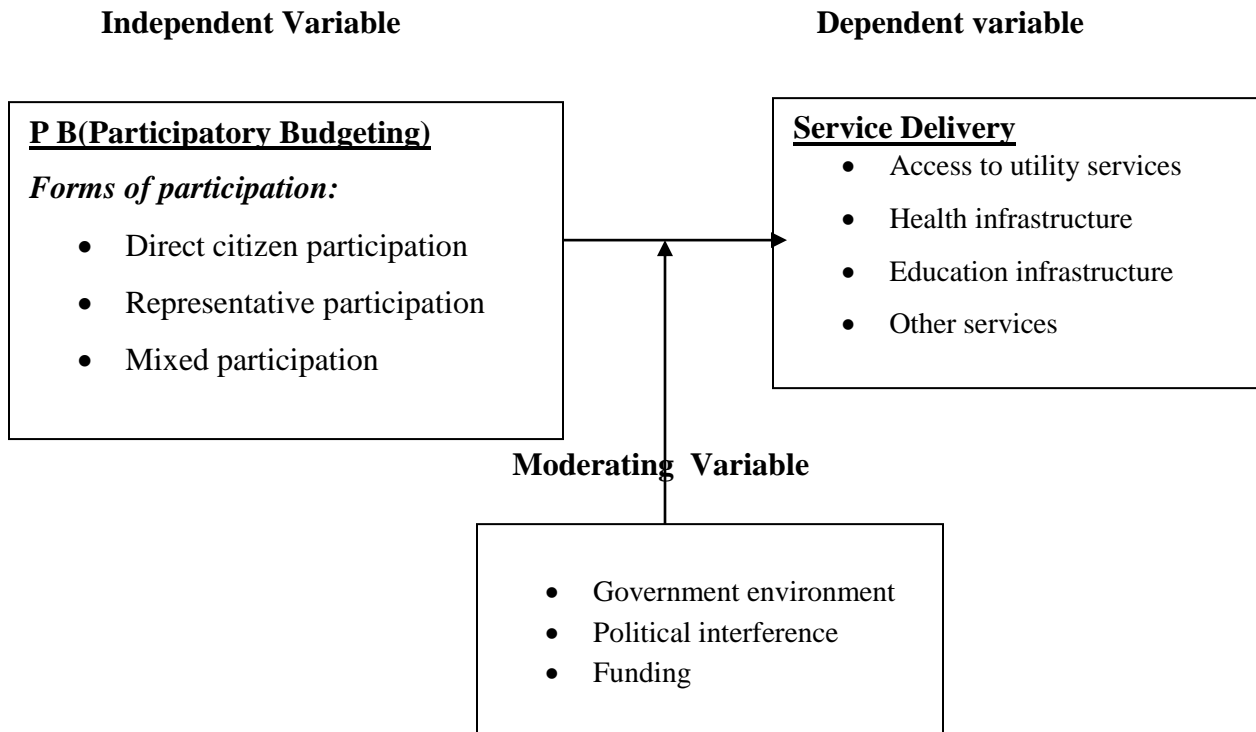
Education services

Education will mean access to quality schools, both secondary and primary schools to the district.

1.9 Conceptual frame of the study

Figure 1.1 below shows the conceptual framework of the study represented by the independent variable participatory budget and its effect on the dependent variable service delivery.

Figure 1.1 Conceptual framework



Source: (Adapted from Ebdon and Franklin, 2006; Heimans, 2002) and modified by the Researcher 2016

From the conceptual framework above PB is the independent variable is divided into direct participation, representative participation and mixed system PB is influenced by the government environment, design of the process and mechanism of participation adopted, as listed in the second box. The PB and capabilities processes are expected to lead to the desired outcomes that is the dependent variable which is service delivery broken done into utility services, health services, education infrastructure and other services.

CHAPTER TWO

LITERATURE REVIEW

2.0 Introduction

This chapter presents the related literature of the study. It chapter points out what other researchers did that is in common with the study at hand, It is the basis upon which research gaps are identified and research studies designed.

2.1 Theoretical Review

Citizenship Theory

Citizenship theory has its origin in Public Administration in the field of Administrative Ethics (Monfardini, 2005). The theory is derived from the idea of democracy that advocates for democratic rights and responsibilities for all citizens. The basic idea behind the theory is that public administrators are also citizens whose role is to serve other citizens who pay them for that service. This is why public administrators' are also referred to as public servants (Cooper, 2004). The theory is anchored on two main concepts: citizen participation and accountability. It posits that all citizens should be involved in the affairs of government by exercising their rights that are: a) civil/legal; b) political; and c) social rights and responsibilities (Downing, 1988; Marshall, 1983). It is the responsibility of citizens to ensure that government utilizes public resources for the benefits of citizens who pay taxes, expecting delivery of public services (Forrester, 1999; Bailey and Yalley, 1999). In this sense, the theory views the role of the public servant as extremely important (Monfardini, 2005). Mann (1987) noted that citizenship can be categorized into two forms: active and passive. He argued that citizenship developed from grassroots generates active citizenship participation, whereas citizenship developed from above or merely handed over is likely to take on a passive and negative form.

Marshall (1977), in his liberal theory of citizenship, classified citizens' rights and responsibilities under three dimensions: civil or legal aspects; political, right to vote, associate and participate in government affairs; and social aspects; rights to access welfare services like housing, education, healthcare, etc.

The reforms in public sector management under the NPM have raised issues of democracy and ethics that are inherent when private sector management practices and involvement of non-elected public servants in the management of public finances are introduced in public sector organizations. This trend has led to a greater demand for accountability from public sector employees and organizations. Citizen participation in public administration, as one of the reforms under NPM, is regarded as one way of enhancing transparency in organizations, as it enables citizens to scrutinize decisions and actions of public employees (Osborne and McLaughlin, 2004; Alford, 2002;).

Stivers (1998) views a public servant as a 'listening bureaucrat' who must take into account the needs and priorities of citizens who he is employed to serve. Public servants are at the centre budgeting and do greatly influence the outcome of the process. The citizenship framework provides a lens through which the role of public servants is analyzed regarding whether they enhance or inhibit citizen participation and the achievement of outcomes.

The theory is criticized for taking for granted that citizens are involved in matters regarding government decisions on public management. However, the literature has shown that in a number of cases, citizen participation is minimal (Ebdon and Franklin, 2004).

Citizenship theory was adopted to provide an insight on how citizens' participation influences adoption of NPM reforms and whether their participation influences the outcomes of PB

processes. The citizenship theory is also considered to be the main approach in understanding the conduct and behaviour of public administrators as citizens, who as good citizens should be accountable and promote other citizens' participation in matters of public administration (Marshall, 1997). Scholars in the United States have used this theory extensively in analysing and studying the democratic rights and responsibilities of public administrators (Monfardini, 2005). Citizenship theory was also used by Monfardini (2005) in a case study of Sweden and Italy provided a model for measuring the concepts of accountability and participation by citizens.

2.2 An overview of main concepts of the study

2.2.1 The Concepts of Budget and Budgeting

A budget has been defines by scholars as a plan expressed in quantitative terms, resources required to achieve set goals and objectives over a given period of time (Shah, 2007; Ahmad et al., 2003; Awio and Northcott, 2001; Lucy, 1996). The budget provides costed activities to be undertaken to achieve goals and objectives set out in organizational plans. A budget has two components; the revenue side that shows the source of funds, and the expenditure side that shows how the money raised will be spent (Lucy, 1996). There are two types of budget: (1) the recurrent budget that focuses on general spending policies; (2) the development or capital budget that focuses on long term projects or investments.

Conceptually, a budget is the principal mechanism through which the policy intentions of any organization are translated into concrete actions and results on the ground. In all (developed and developing) countries, the budget is an important policy document through which governments establish their economic and social priorities and set the direction of the economy. In the public sector, budgets are legal instruments that authorize the levying of taxes and incurring of public expenditure. Therefore, any budgeting process adopted by a public sector organization should be evaluated on the basis of its effectiveness as a central policy tool to achieve set goals and objectives. Lucy (1996) also concluded that budgets of public sector organizations should reflect fundamental social, political and economic intentions of governments.

The definition of a budget and its relevance as a management tool for organisations is not in contention by scholars. The requirement to have a budget in place for public sector organisations is not an option but a legal requirement, whereas in the private sector it is considered best practice. The process of coming up with a budget is what is referred to as budgeting.

2.2.2 Budgeting

Budgeting is a process that involves planning, allocating resources, and coordinating an organisation's activities. The main purpose of budgeting is to aid planning; coordinate activities; communicate plans to various responsible managers; motivate employees; control activities by comparing actuals with budgets; evaluate performance; and express conformity with social norms (Anthony and Govindarajan, 2001; Preston, 1995, Emmanuel and Otley, 1985; Ezzamel and Hart, 1987; Luft and Shields, 2003). Based on the above listed objectives for budgeting, Uddin (2005) concluded that budgets have an

important role in a management control system of both public and private sector organisations. However, it is not clear whether when citizen are involved in the process of budgeting, chances of achieving desired budgeting objectives are enhanced in a decentralised local government system in a developing country.

2.2.3 Service delivery

Service delivery refers to a relationship between policy makers, service providers, and consumers of those services, and encompasses both services and their supporting systems. In public administration, we make a distinction between service delivery and service provision. Service provision generally refers to the principal actor (mainly a government department) offering services either directly or indirectly. Service delivery as it suggests, refers to the actual policy implementation/ or delivery, and the agencies doing so. (UNDP,2014). Quality and effectiveness of the services provided such as medical services, education services, utilities and other services will depend on availability and allocation of these funds such that the most pressing and vital services like health and education are given more attention , unfortunately this is not the case in most local governments in Uganda. There has been always misallocation and misappropriation of funds due to the fact that citizen participation in the budget process is so minimal or not even there in most areas making accountability to citizens by the government officials very difficult.

2.3 Empirical review

The subject of participatory budgeting has received considerable attention in the normative and descriptive literature (Caiden and Wildavsky, 1980; Ebdon, 2002; Acioly et al., 2002; Awio and Northcott, 2001; Kelly, et.al, 2008), yet there is “...persistent

evidence that citizen participation occurs infrequently and has little influence on decision-making.

There is little empirical evidence on the goals and outcomes of participation. As Yahya (2008) observed, “the benefits of citizen participation have therefore largely remained unclear for the local communities, leading to varying expectations and little means for determining whether the outcomes of citizen participation are acceptable or even exceed the costs of the process” (Yahya, 2008:443).

However, the concept of citizen participation in the budgeting process as examined by scholars (Herian, 2011; Miller and Evers, 2002). And other scholars are all in agreement that participation of stakeholders in the budgeting process adds value (Stivers, 1990; Awio, Lawrence and Northcott, 2007; Ho and Coates, 2002).

2.3 .1 Direct Citizen Participation and Service delivery

There are three different main forms of public participation, which all complement each other in implementing the participatory budgeting process. These are direct participation, representative participation and mixed system participation.

Direct participation involves the direct and voluntary citizen engagement. In this case participation does not require membership to an organization. In fact, it is the mobilized citizens, whether or not organized, who decides. Examples of this form of participation abound in Brazil and Europe. Direct participation is possible in small communities. In the African context, direct participation is possible at the lowest levels of local government, which are the ward or neighborhood and village. (UN, 2004).

This form of participation is suitable especially at ward and sub-county, it involves ordinary citizens who are not necessarily attached to any organization participating in the planning of their village, sub county, this makes monitoring of the projects being undertaken by the local authority easier to citizen as they are part of the process, this in turn boosts delivery of services.

Direct Citizen Participation in the allocation and use of local public funds can enhance development outcomes, for several reasons. First, citizens have the best knowledge of their needs, their preferences, and local conditions. Their participation in decision making makes it more likely that available funds will be used to deliver the goods and services most needed, thereby improving government effectiveness. Participation contributes to better public policy and better policy implementation. Rather representative participation where the delegates may not critically articulate issues of a local citizen (World Bank, 2014)

However direct citizen participation may not be applicable especially at higher level of Budget process, the fact being that some of the citizens are illiterates, they can only participate at local level like villages, parish and sub-county where they understand issues very well that affect their area and the neighborhood, but at district level it really calls for some literate and well informed citizens.

2.3.2 Reprensative participation and service delivery

This involves indirect participation where both appointed and elected representatives of existing organizations engage their local authorities on their behalf. In this case, delegates mediate the participation. In all the African countries studied - namely Ethiopia, Kenya, Malawi Mozambique, Namibia, South Africa, Uganda and Zimbabwe - it was observed

that this was the form of participation which was taking place. This form of participation is chosen by most African countries because it cheaper to administer. The delegates need to so objective and transparent if this form participation is to bear any good fruits in form of improved service delivery.

However, in most local governments in Uganda, the delegates who are supposed to represent the will of people have ended up putting their needs first at the expense of an ordinary citizen hence affecting the quality of services provided but it is the method of citizen participation that is relatively cheap to administer (Anna K, 2012)

The attitude of governments is a major predictor of whether participation will be undertaken and whether it will be meaningful, Painter (2002) argues that the main determinant of successful participation was the role of government: "Government will and expectations strongly determine the quality of the process. An active, capable, and experienced civil society is helpful in influencing the quality of the participatory process, but not determinative.

Sometimes governmental actors are hostile to participation, viewing it as a threat to their institutional rights and privileges. In other cases governments may not be opposed to participation, but they are skeptical of it, unsure how it works and what benefits it provides beyond symbolic ones. (World Bank 2014)

It is important to note that selection of citizens to participate in the budget is key, there should be no biasness based of tribes, political affiliation, because the decisions which are made affect all citizens. While selecting representatives of various groups government officials should try to objective as possible otherwise some people will fill cheated and may resist the outcomes of the process. However

this has not been the case in most local governments in Uganda justifying poor service delivery in such areas.

2.3.3 Mixed Participation and Service delivery

This form of participation tends to broaden the budgetary discussions to include all citizens. It involves both the stakeholders and representatives of stake coming together to discuss the budget for the district local authority.

Through mixed participation, local governments are able to plan for the type, level, and quality of service delivery together with the users of those services.

The citizens, who are the customers, will be motivated, therefore, to pay for these services. In turn, this will lead to increased revenue generation for the local government, thus enabling it to improve service continually this way, a city is able to retain and attract more businesses and investments, therefore becoming more competitive within the national, regional and global contexts. (U N H S P, 2010)

Administrators have substantial power in determining how much influence to share (the level of participation) and which groups or individual citizens to involve (the range of participation). All parties in the participation process citizens and public officials are likely to make some judgments as to the relative costs and benefits of participation (Kweit and Kweit 1981). Any individual citizen's choice to participate (or not to participate) is likely to affect only that person. But the decisions of public managers affect the opportunity and nature of participation by all citizens. It is all important to assess the costs and benefits associated with all citizens participating in the budget process , because they calls for more funds the reason why most African countries use representative participation.

2.4 The relationship between Participatory Budgeting and service delivery

The concept of citizen participation in the budgeting has been extensively examined by scholars (Herian, 2011; Miller and Evers, 2002). Various scholars are all in agreement that participation of stakeholders in the budgeting process adds value (Stivers, 1990; Awio, Lawrence and Northcott, 2007; Ho and Coates, 2002). Scholars' interest mainly lies in examining how citizens' involvement in the process of budgeting influences service delivery to the satisfaction of those who participate (Halverson, 2003; Kweit and Kweit, 1987). Zanetti (1998) recognised the concept of citizen participation in public financial management. It has been argued that by allowing citizens to participate in matters that concern them, should not be seen as a means of achieving consensus, but also as an avenue to sensitise and educate citizens, to develop their highest capacities (Stivers, 1990). Similarly, Frederickson argues that managers of public organisations and institutions should take into account management practices that are likely to enhance stakeholders' involvement if they are to embrace changes that will have an impact on achieving desired goals and objectives (Frederickson, 1997).

Participatory budgeting thematic meetings allow participants to set broad priorities for public policies. The first stage of this process requires that the government provide detailed information on current policies and spending priorities. The second stage is a series of discussions in which participants evaluate the government's priorities. The last stage is the ordering of priorities by participants. To date, participants do not propose and debate their own policies but focus on the government's preexisting policies. For example, participants prioritize the level of spending that should be dedicated to prenatal care or to the eradication of infectious diseases. They do not, for the most part, independently propose new policies. This suggests that citizens work closely with

government officials to determine the best ways to spend resources. Governments bring their expertise, and participants signal their policy preferences. When government officials believe strongly in a policy program, they strongly argue its merits to convince participants to support it. There is a fine line between providing information and coercing participants, which governments must tread carefully. Often they cross this line. If there is complicity between government officials and citizens (especially leaders), participatory budgeting runs the risk that participants simply rubberstamp the government's policy positions. (World Bank, 2012)

Participation is also viewed from the political point of view, whereby it is seen as part of democracy, that is, looked at in the context of citizens' rights to participate in matters that concern them. It has also been argued that participation enhances democratic values that are necessary for enhancing and improving service delivery in public organizations. Top-down incremental budget formulation processes in the public sector are criticized for their inadequacy in being able to lead to the optimal allocation of resources (Hope and Fraser, 2003; Osborne and Gaebler, 1992).

2.5 Conclusion

Though there are many studies on participatory budgeting, no rigorous analytical study has been conducted on how the various forms of participation affect service delivery, most of the scholars have tended to generalise the subject without properly breaking it down justifying this study

CHAPTER THREE

RESEARCH METHODOLOGY

3.0 Introduction

The chapter presented the research design, the population of the study, the sample size, the sampling methods or techniques, the data collection methods, the data collection instruments, quality control measures, data management and processing, data analysis, ethical considerations and the limitations of the study.

3.1. Research Design

The study used a case study design where both quantitative and qualitative approaches were used in data collection. A case study design was used for this study purpose so as to enable the researcher collect relevant information for the study in an agreed period of time. For this study purpose Bulambuli district local government was chosen. Quantitative approach was used to help obtain respondents opinions on the study topic. This method helped the researcher collect in-depth information using questionnaires and also in numerical quantification of data into tables. Analysis of qualitative data was done through a process of verification and drawing conclusion from the views given in the questionnaire.

3.2 Area of the study

The study took place in Bulambuli district which is bordered by nakapiripirit district to the north, kapchorwa district to the east, sironko district to the south and bulambuli

district to the west, bulambuli headquarters are located approximately 32 kilometres by road, north east of mbale, the coordinates are 01 22N 09

3.3 Study Population

The study population consisted of 92 respondents; this was selected from the following departments. Finance and planning 12, Administration and management 20 , production and marketing 13, Education 6 and community based services 10 , Statutory bodies 15, Health 8 , Works 8 leading to a total population of $(12+20+13+6+10+15+8+8)=92$

Table 3.1: Distribution of Respondents of the Study

Departments	Population
Administration and management	12
Production and marketing	20
Finance and planning	13
Education	6
Community based services	10
Statutory bodies	15
Health	8
Works	8
Total	92

Source: Primary data(2016)

3.4 Sampling procedures

This covered both the sample size and sampling techniques

3.4.1 Sample Size

A sample size of 75 respondents was selected from the target population of 92 respondents. The 75 respondents were distributed to the number of employees according to each department, the sample size was got using Morgan Rule table. $n = \frac{N}{1 + N(e)^2}$

Where n - Sample Size

N-Total population

e-is a constant which is $(0.05)^2$

Table 3.2: Sample Size

Departments	Population	Sample Size
Administration and management	12	9
Production and marketing	20	17
Finance and planning	13	11
Education	6	4
Community based services	10	8
Statutory bodies	15	13
Health	8	6
Works	8	7
Total	92	75

Source: Primary data (2016)

The sample size was determined using Slovene's formula:

$$n = \frac{N}{1 + N(e)^2} = \frac{92}{1 + 92(0.05)^2} = \frac{92}{1 + 0.23} = \frac{92}{1.23} = 74.7$$

Where; n__ sample size.

e__Proportion of sampling error or confidence level (0.05)

N__The estimate of the population size.

N=92 Popn, n = 75 (sample size).

3.4.2 Sampling Techniques

The study used both random and Purposive sampling techniques to obtain respondents to use in the study. Purpose sampling was used to identify a target group of people whom the researcher felt they had relevant information regarding some specific aspects of financial performance which the researcher knew could not be got from every employee in the district. Simple random sampling was also used to strike a balance among other respondents to avoid biasness in the research. Because each employee would have an equal chance of being reprinted.

Table: 3.3: Sampling Techniques

Departments	Population	Sample	Sampling techniques
Finance and planning	12	9	
Administration and management	20	17	
Production and marketing	13	11	
Education	6	4	
Community based services	10	8	
Statutory bodies	15	13	
Health	8	6	
Works	8	7	
Total	92	75	

Source: Primary data (2016)

3.5 Data Collection Methods

Two sources of data were contacted that is Primary and secondary data sources.

Primary source method which involved use of, face-to-face interview and self administered questionnaires. The questionnaires had both categorical and continuous variables. The secondary data was used and this involved exploring literature written by others through books, magazines, journals and so forth.

3.6 Data Collection Instruments

The instruments comprised of the questionnaire, interview guide and documentary review.

The study adopted five – point Likert – style rating scale method of questionnaire to obtain information from respondents. The Likert style rating scale method of questionnaire design enables researchers to ask respondents on how strongly they agree or disagree with a statement or a series of statements on a five point scale, e.g. 5(strongly agree), 4 (agree), 3(undecided), 2(disagree), 1(strongly disagree).This formed most of the categorical variables for the study in the respondent questionnaire.

Questionnaire

Self-Administered Questionnaires (SAQS) was used to collect data from respondents. The questionnaire was constructed and given to the supervisor in order to get expertise judgment on validity.

The questionnaire contained structured questions with provision of ticking the most appropriate answer. This provided for each person to be asked to respond to the same set of questions in a predetermined order

Interview Guide

The researcher had a dialogue with some of the respondents. Personal interviews were carried out hand in hand with the questionnaire to increase the response rate. Interview was used because of its flexibility in enabling probing especially where specific answers were needed and where the respondent is unable to understand the questions.

3.7 Quality Control Methods

This include the following: Validity and Reliability

The questionnaire was pre-tested to check for the reliability and validity before being administered to ensure that information there in adequately tapped the concept in question .This was achieved through the supervisor's guidance on the content , data collection . a non contrived environment and representation of the variables with roman numbered sections attributed to quality control.

3.8 Data Management and Processing

After collecting the questionnaires and numbering them, the researcher scrutinized and edited them to eliminate errors. The data was then coded and grouped according to the study parameters.

Data collected was analyzed according to the way the respondents answered the questionnaires.

Quantitative Analysis

Quantitative data was collected, edited and coded. This data was analyzed by calculating the mean and average mean. The analyzed data was presented in tables for making precious interpretation and conclusion.

Qualitative analysis

Analysis of qualitative data was done through a process of establishing themes, verification and drawing conclusion.

3.10 Ethical Consideration

In to ensure anonymity confidentiality of the respondents, the researcher obtained an introductory letter from the university which was presented to the district officials before

actual research began. Confidentiality of the respondents and the data provided was through assurance to the respondents that their identity would not be disclosed .This was highlighted in the introductory part of the questionnaires and during interviews. Objectivity was considered by reporting results of the study without bias.

3.11 Limitations to the Study

The researcher had a problem of inadequate finance since the researcher had to pay for transport to move from one place to another in search of data and also paying for secretarial services, however many sources were contacted for financial help and this problem was solved

Some of the respondents were busy and it was difficult to find ample time with them for discussion and to complete the questionnaire, however this was solved by making up appointments with the respondents and frequently reminding them to complete the questionnaire.

There was a serious problem of non response at the beginning of the research by the respondents which actually prompted the researcher to use different data collection methods in order to enable him arrive at valid conclusions about the findings.

CHAPTER FOUR

DATA PRESENTATION, ANALYSIS AND DISCUSSION OF FINDINGS

4.0 Introduction

This chapter presents the results obtained from questionnaires and explains the findings obtained from the field work. The tables and figures are some of the results presentation techniques which were employed in this study. Data which was collected and analyzed was based on the specific research objectives and questions, which were used as a guide during the actual research work. Demographic data of the respondents was also captured in this chapter

4.1 Demographic data of the respondents

While designing the research questionnaire a section was allocated purposely to collect the bio data of the respondents, they include Gender of the respondents, Age bracket, academic qualifications, Position held in BDLG, and the number of years employed by BDLG. Below were the findings from the field basing on various responses from the respondents?

4.1.1 Gender

Table 4.1 below shows the research findings of various respondents gender

Table 4.1 Gender

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Male	47	62.7	62.7	62.7
Female	28	37.3	37.3	100.0
Total	75	100.0	100.0	

Source: Primary data (2016)

The findings from the study shows that 62.7% of respondents were male whereas 37.3 were female. This reveals that there was an imbalance in terms of gender since the number of men beat that of women, during the study.

4.1.2 Age Bracket of Respondents

This shows categories of respondents according to their age distribution

Table 4.2 Age Bracket

	Frequency	Percent	Valid Percent	Cumulative Percent
20-30 Years	13	17.3	17.3	17.3
30-35 Years	37	49.3	49.3	66.7
Valid 35-45 Years	16	21.3	21.3	88.0
45 Years	9	12.0	12.0	100.0
Total	75	100.0	100.0	

Source: Primary data (2016)

Table 4.2 above shows that 17.3% of the respondents were between the age of 20-30 Years, majority of the respondents were between the age 30 – 35 years 49.3%, 35-45 years 21.3% while only 12.0% were above 45 years overall majority of the respondents were youth and of energetic working age

4.1.3 academic qualification

This shows the levels of education attained by the respondents as this plays a vital role in answering of the questions. Below were the findings

Table 4.3 Academic Qualification

	Frequency	Percent	Valid Percent	Cumulative Percent
Certificate	13	17.3	17.3	17.3
Diploma	32	42.7	42.7	60.0
Bachelors degree	22	29.3	29.3	89.3
Masters degree	5	6.7	6.7	96.0
Others	3	4.0	4.0	100.0
Total	75	100.0	100.0	

Source: Primary data (2016)

Table 4.3 above showed that majority of the respondents were diploma holders 42.7, followed by 29.3% with degrees, 17.3% had certificates, where 6.7% had masters degrees and only 4.0% had other categories of qualifications, overall majority of the respondents were able to understand the questions since they were literate.

4.1.4 Department of attachment

This shows the department where the respondent lies, they were various departments as shown in the table below with field findings

Table 4.4 Department

	Frequency	Percent	Valid Percent	Cumulative Percent
Accounting & Finance	10	13.3	13.3	13.3
Administration	14	18.7	18.7	32.0
Production & Marketing	2	2.7	2.7	34.7
Valid Works	19	25.3	25.3	60.0
Health	24	32.0	32.0	92.0
Others	6	8.0	8.0	100.0
Total	75	100.0	100.0	

Source: Primary data (2016)

From the findings of the study , it can be observed that majority of the respondents were health workers 32.0% followed by works 25.3%,14% were from the administration, while 2.7% were fro production department,with 13.3% from accounting and finance department and 8% belonging to other departments ..

4.1.5 Working experience

This showed the number of years respondents had stayed in service, and below were the field findings

Table 4.5 Work experience

	Frequency	Percent	Valid Percent	Cumulative Percent
1-2 years	19	25.3	25.3	25.3
2-4 years	32	42.7	42.7	68.0
Valid 4-6 years	14	18.7	18.7	86.7
6 years and above	10	13.3	13.3	100.0
Total	75	100.0	100.0	

Source: Primary data (2016)

42.7% of the respondents had worked for 2-4 years, 1-2 years 25.3%, 18.7% had worked for 4-6 years where 13.3% had worked for 6 years and above, majority of the respondents had worked for atleast 2 years and above and there had enough experience to understand various aspects of the budget process.

4.2 Direct Citizen Participation in the budget process and Service delivery in BDLG

The first objective of the study was to findout the effect of direct citizen participation in budget process and service delivery in Bulambuli district

Below are the field findings

Table 4.6 Ordinary stake holders are invited to participate at all stages of the budget process normally at various sub-counties and parish levels

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Stongly agree	4	5.3	5.3	5.3
Agree	5	6.7	6.7	12.0
Not sure	5	6.7	6.7	18.7
Disagree	34	45.3	45.3	64.0
Strongly disagree	27	36.0	36.0	100.0
Total	75	100.0	100.0	

Source: Primary data (2016)

The findings of the study shows that shows that majority 81.3% of the respondents disagreed and strongly on whether stake holders are invited to participate on the budget process. 6.7% were not sure , while only 12% seemed to agreed on this matter.

This clearly shows ordinary people in Bulambuli district are not invovled in the budget process and yet it is argued that Direct Citizen Participation in the allocation and use of local public funds can enhance development outcomes, for several reasons. First, citizens have the best knowledge of their needs, their preferences, and local conditions. Their participation in decision making makes it more likely that available funds will be used to deliver the goods and services most needed, thereby improving government effectiveness. Participation contributes to better public policy and better policy implementation. Rather representative participation where the delegates may not critically articulate issues of a local citizen (World Bank, 2014)

Table 4.7 The district first consults with the locals on the most pressing needs in their area before drafting the budget

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Stongly agree	2	2.7	2.7	2.7
Agree	3	4.0	4.0	6.7
Not sure	11	14.7	14.7	21.3
Disagree	43	57.3	57.3	78.7
Strongly disagree	16	21.3	21.3	100.0
Total	75	100.0	100.0	

Source: Primary data (2016)

The findings of the study further reveal that majority of respondents 78.6% disagreed and strongly disagreed on whether the district first consults local before drafting the budget.

As written by earlier scolars consulting locals about the issues that affect or what they need in their locality is so vital to service delivery, because some times what district officals think may the be what local citizens want, you think they need a school as their priority yet they need a health centre, so consulting them first plays a key role in providing needs that benefit people which is not the case in Bulambuli district affecting service delivery in the district.

Table 4.8 Priority is given to the most vital services in the district as suggested by the locals in their given locality

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Stongly agree	1	1.3	1.3	1.3
Agree	3	4.0	4.0	5.3
Not sure	21	28.0	28.0	33.3
Disagree	27	36.0	36.0	69.3
Strongly disagree	23	30.7	30.7	100.0
Total	75	100.0	100.0	

Source: Primary data (2016)

Further more it can be observed that still majority of the respondents never agreed that priority is given to the vital services, since even there is no consultation with the locals on the most vital services in their locality as seen in the earlier table above, only 5.3% of the respondents strongly agreed and agreed on this matter. With majority 66.7% disagreeing and agreeing respectively on this matter. Bulambuli district is just a case a study but there are very many districts in this country where there is very minimal or not even any participation of citizens in the budget process making them to lag behind in terms of service service delivery.

Table 4.9 In case of small projects, the district gives responsibility to citizens to implement and monitor such projects

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Stongly agree	3	4.0	4.1	4.1
Agree	33	44.0	44.6	48.6
Valid Not sure	16	21.3	21.6	70.3
Disagree	22	29.3	29.7	100.0
Total	74	98.7	100.0	
Missing System	1	1.3		
Total	75	100.0		

Source: Primary data (2016)

The field research findings shows 48.6% of the repondents strongly agreed and agreed that in case of small projects, the district gives responsibility to citizens to implement and monitor, whereas 21.3% were undecided and 29.7% disagreed on this. Some respondents were not sure on this matter making it difficult to draw a conclusion

4.3 The Effect of Representative Budget Participation on Service delivery in BDLG

The second objective of the study sought to study the Effect of Representative Budget Participation on Service delivery in BDLG and below were the findings

4.10 Key stake holders are invited to participate at all stages of the budget process

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Stongly agree	5	6.7	6.7	6.7
Agree	17	22.7	22.7	29.3
Not sure	12	16.0	16.0	45.3
Disagree	33	44.0	44.0	89.3
Strongly disagree	8	10.7	10.7	100.0
Total	75	100.0	100.0	

Source: Primary data (2016)

The findings according to the table above shows that majority 54.7% of the respondents strongly disagreed and disagreed on whether key stake holders are invited to participate at all stages of the budget process.

Sometimes governmental actors are hostile to participation, viewing it as a threat to their institutional rights and privileges. In other cases governments may not be opposed to participation, but they are skeptical of it, unsure how it works and what benefits it provides beyond symbolic ones (WB 2014).

Table 4.11 The district also invites representatives from various organizations in the district to participate in the budget process

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Stongly agree	11	14.7	14.7	14.7
Agree	23	30.7	30.7	45.3
Not sure	2	2.6	2.6	47.9
Disagree	24	32.0	32.0	79.9
Strongly disagree	15	20	20	100.0
Total	75	100.0	100.0	

Source: Primary data (2016)

14.7% and 30.7 of the respondents strongly agreed that the invites representatives of various of various organisations to participate in the budget process only 2.6% were that sure whereas over 62.0% of the respondents strongly disagreed and disagreed respectively

This implies that though there representative participation in Bulabuli disrict,it is done to a small extent , yet Ana k 2012 observed that this was the form of participation which was taking place in most African countries .She claims that this form of participation is chosen by most African countries because it cheaper to administer but even when it is cheaper some district local governments don't use it leaving every in the hands of the districts officials only.

Table 4.12 Both elected and appointed councilors are invited to represent their people during the budget process

	Frequency	Percent	Valid Percent	Cumulative Percent
Agree	19	25.3	25.3	25.3
Not sure	5	6.7	6.7	32.0
Valid Disagree	41	54.7	54.7	86.7
Strongly disagree	10	13.3	13.3	100.0
Total	75	100.0	100.0	

Source: Primary data (2016)

25% of the respodents strongly agreed that elected and appointed councilors are invited to participate to represent their people, however majority of them 68% disgreed and strongly disgreed. Where only 6.7% were not sureon this matter.

This implies representation in the district by councilors in budget process is done at a very minimal level , but even when they participated their level of understanding techical aspects of the budget process low is since most of them are illitrates leaving it to districts technocrates

The attitude of governments is a major predictor of whether participation will be undertaken and whether it will be meaningful, Painter (2002) argues that the main determinant of successful participation was the role of government: "Government will and expectations strongly determine the quality of the process. An active, capable, and experienced civil society is helpful in influencing the quality of the participatory process, but not determinative.

Table 4.13 Implementation and monitoring is done by both appointed and elected leaders on the behalf of their people

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Stongly agree	4	5.3	5.4
	Agree	30	40.0	45.9
	Not sure	5	6.7	52.7
	Disagree	21	28.0	81.1
	Strongly disagree	14	18.7	100.0
	Total	74	98.7	100.0
Missing	System	1	1.3	
Total		75	100.0	

Source: Primary data (2016)

Table 4.12 above shows that only 5.3% and 5.4% of the respondents strongly agreed and agreed respectively that implementation and monitoring is done by both appointed and elected leaders on the behalf of their people , 6.7% were not sure where 28.4% and 18.9 % strongly agreed and agreed respectively on this matter. It was difficult to draw any meaningful conclusion on this matter since majority of the respondents both disagreed and agreed .

4.4 Effect Of Mixed Citizen Participation In The Budget Process On Services Delivery In BDLG

This was the third objective of the study and below were the findings from the field.

Table 4.14 All citizens both ordinary and representatives from various organizations are invited to participate on the budget process

	Frequency	Percent	Valid Percent	Cumulative Percent
Stongly agree	8	10.7	10.7	10.7
Agree	4	5.3	5.3	16.0
Not sure	6	8.0	8.0	24.0
Disagree	48	64.0	64.0	88.0
Strongly disagree	9	12.0	12.0	100.0
Total	75	100.0	100.0	

Source: Primary data (2016)

The findings of the study reveal that all citizens are not invited to participate in the budget process Bulambuli district, this is so because over 76% of the respondents disagreed and strongly disagreed when asked on this matter.

And yet through mixed participation, local governments are able to plan for the type, level, and quality of service delivery together with the end users of those services. The citizens, who are the customers, will be motivated, therefore, to pay for these services. In turn, this will lead to increased revenue generation for the local government, thus enabling it to improve service continually this way, a city is able to retain and attract more businesses and investments, therefore becoming more competitive within the national, regional and global contexts. (U N H S P, 2010)

Table 4.15 Technocrats normally communicate to stakes holders before the budget process begins

	Frequency	Percent	Valid Percent	Cumulative Percent
Stongly agree	11	14.7	14.7	14.7
Agree	21	28.0	28.0	42.7
Not sure	14	18.7	18.7	61.3
Disagree	17	22.7	22.7	84.0
Strongly disagree	12	16.0	16.0	100.0
Total	75	100.0	100.0	

Source: Primary data (2016)

From table 4.15 above it can be observed that 14.7% and 28% strongly agreed and agreed that the technocrates do communicate normallt to stake holders before the budget process begins , 18.7% were not sure while 22.7 % and 16% disagreed and strongly disagreed respectively .

These results implies there is some level communication about the budget process before its begins in Bulambuli, communication is key as it prepares the participants to understand what they are will discuss in advance, this brings about a meaningful discusion where all parties contribute rather than just attending such meetings meer listening.

Table 4.16 Monitoring and implementation is done by both the technocrats together with the local stake holders

	Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	Stongly agree	7	9.3	9.5	9.5
	Agree	5	6.7	6.8	16.2
	Not sure	8	10.7	10.8	27.0
	Disagree	34	45.3	45.9	73.0
	Strongly disagree	20	26.7	27.0	100.0
	Total	74	98.7	100.0	
Missing	System	1	1.3		
Total		75	100.0		

Source: Primary data (2016)

These findings shows that 54(72.2%) of the respondents strongly disagreed on whether monitoring and implementation is done by both the technocrates together with the local stake holders. It is important that local stakeholders particiapted in monetoring concurrently with the technorates , this makes them not to resist any project in their areas , in many areas this is not the case leading to high resistance from the locals because they feel they are cheated , all these affect the budget performance hence affecting service delivery .

Table 4.17 All sub-counties are called upon to forward their priorities during the drafting stage of the budget

	Frequency	Percent	Valid Percent	Cumulative Percent
Stongly agree	6	8.0	8.0	8.0
Agree	7	9.3	9.3	17.3
Not sure	5	6.7	6.7	24.0
Disagree	33	44.0	44.0	68.0
Strongly disagree	24	32.0	32.0	100.0
Total	75	100.0	100.0	

Source: Primary data (2016)

This was the last on this objective, it shows that majority of respondents 76% strongly disagreed and disagreed that not all sub-counties in Bulambuli district are called upon to forward their priorities during the budget process. It is only a few people at the districts who decide who the rest what they think is right not the people themselves, something that has highly affected service delivery in the district

4.5 Service delivery in Bulambuli District Local Government

Various questions were asked about the state of different services provided in the district. This was the dependent variable of the study and was guided by the following variables utility services, health services, education services, and transport services

4.5.1 Utility Services

The following questions were asked about utility services

4.18 There is easy access to clean and safe water in the district

	Frequency	Percent	Valid Percent	Cumulative Percent
Stongly agree	2	2.7	2.7	2.7
Agree	1	1.3	1.3	4.0
Not sure	15	20.0	20.0	24.0
Disagree	37	49.3	49.3	73.3
Strongly disagree	20	26.7	26.7	100.0
Total	75	100.0	100.0	

Source: Primary data (2016)

When asked on whether there is easy access to clean and safe water in district, 76% strongly disagreed and disagreed respectively, only 2.7 % and 1.3% strongly agreed and agreed, with 20% of them not being sure.

There implies there is no access to clean and safe water in bulambuli district, this can be observed from the findings above, access to water is may be there but on whether the clean and safe is also an issue. These can only be achieved if there participation of citizens in the issues that affect them.

4.19 There is easy access to electricity in most parts of the district

	Frequency	Percent	Valid Percent	Cumulative Percent
Stongly agree	7	9.3	9.3	9.3
Agree	10	13.3	13.3	22.7
Not sure	6	8.0	8.0	30.7
Disagree	36	48.0	48.0	78.7
Strongly disagree	16	21.3	21.3	100.0
Total	75	100.0	100.0	

Source: Primary data (2016)

The majority of the respondents 69% strongly disagreed and disagreed on whether there is access to electricity in most parts of Bulambuli some few areas have power but most of the areas are not connected and yet power plays a vital role in setting up of local industries like milling machines in the area.

Table 4.20 The cost of power is lower in the district

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly agree	1	1.3	1.3	1.3
Agree	12	16.0	16.0	17.3
Not sure	7	9.3	9.3	26.7
Disagree	43	57.3	57.3	84.0
Strongly disagree	12	16.0	16.0	100.0
Total	75	100.0	100.0	

Source: Primary data (2016)

The respondent's views show the cost of power is high in the district, since 73.3% of the respondents strongly disagreed and disagreed when asked on whether the cost of power is lower in the district. 9.3% were not sure whereas 1.3% and 16% of them strongly agreed and agreed respectively.

However, power is not only high in Bulambuli district but the whole country at large which is the reason why there is high theft of power in local communities in the Uganda.

4.5.2 Health Services

The findings about health have been presented in the following tables below.

4.21 There are enough health centres evenly distributed in the district

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Stongly agree	1	1.3	1.3	1.3
Agree	7	9.3	9.3	10.7
Not sure	5	6.7	6.7	17.3
Disagree	35	46.7	46.7	64.0
Strongly disagree	27	36.0	36.0	100.0
Total	75	100.0	100.0	

Source: Primary data (2016)

Only 1.3% and 9.3% of the respondents strongly agreed that there are enough health evenly distributed in the district,6.7% were not sure, however majority of the respondents 82.7% strongly disagreed and disagreed respectively.

The number of health units according to the findings are very limited in Bulambuli district some thing that has attracted many criticisms by the local people in the area.

Table 4.22 There are enough drugs in health centres in the district

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Not sure	16	21.3	21.3	21.3
Disagree	43	57.3	57.3	78.7
Strongly disagree	16	21.3	21.3	100.0
Total	75	100.0	100.0	

Source: Primary data (2016)

Table 4.22 above shows that only 16(21.3%) of the respondents were not sure when asked on whether there are enough drugs in health centres in the district.

However the majority of the respondents 78.6% strongly disagreed and disagreed when asked on whehter there are enough drugs in health centres . Quality and effectiveness of the services

provided such as medical services, education services, utilities and other services will depend on availability and allocation of these funds such that the most pressing and vital services like health and education are given more attention , unfortunately this is not the case in most local governments in Uganda. There has been always misallocation and misappropriation of funds due to the fact that citizen participation in the budget process is so minimal or not even there in most areas making accountability to citizens by the government officials very difficult.

Table 4.23 There are enough health staff employees in most health centres

	Frequency	Percent	Valid Percent	Cumulative Percent
Agree	1	1.3	1.3	1.3
Not sure	12	16.0	16.0	17.3
Valid Disagree	44	58.7	58.7	76.0
Strongly disagree	18	24.0	24.0	100.0
Total	75	100.0	100.0	

Source: Primary data (2016)

Only 1.3% of the respondents agreed that there are enough health staff in most health centres in the district. But the majority 82.7% strongly disagreed and disagreed respectively, also 16% were not sure about this matter. Most of the health centres in this country have very few health workers something that has develop interest from various political and civil society organisations in this country.

4.5.3 Education Services

This was the third variable under service delivery in BDLG and below were the findings

Table 4.24 There are enough schools evenly distributed in the district

	Frequency	Percent	Valid Percent	Cumulative Percent
Agree	2	2.7	2.7	2.7
Not sure	14	18.7	18.7	21.3
Valid Disagree	34	45.3	45.3	66.7
Strongly disagree	25	33.3	33.3	100.0
Total	75	100.0	100.0	

Source: Primary data (2016)

Table 4.24 above reveals that only 2.7% of the respondents that there enough schools evenly distributed in the district, 18.7% were not sure with majority 78.6% strongly disagreeing and disagreeing.

The findings show the number of schools in Bulambuli district is not enough to meet the number of students and pupils in the area some thing that has continuously affected bulambuli district in academic performance at the national level and if nothing is done to mitigate this challenge , this trend may continue for some number of years.

Table 4.25 The number of school facilities like desks, latrines are enough

	Frequency	Percent	Valid Percent	Cumulative Percent
Agree	1	1.3	1.3	1.3
Not sure	4	5.3	5.3	6.7
Valid Disagree	42	56.0	56.0	62.7
Strongly disagree	28	37.3	37.3	100.0
Total	75	100.0	100.0	

Source: Primary data (2016)

The number of school facilities plays a vital in motivating students and pupils towards good academic performance however, this is not the case in bulambuli district since majority of

respondents of respondents 93.3% strongly disagreed on there is enough facilities like desks, latrines in the few schools available and it is worse in primary schools since most of them are UPE schools, this also has affected academic performance.

This comes a result of poor priotization of resources due to the fact that local people are not invovled in planning process of the district where they could set this vital and most pressing needs.

Table 4.26 There are enough teachers and performance of pupils and students is good

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Not sure	13	17.3	17.3	17.3
Disagree	51	68.0	68.0	85.3
Strongly disagree	11	14.7	14.7	100.0
Total	75	100.0	100.0	

Source: Primary data (2016)

Table 4.26 above shows 17.3% of the respondents were not sure whether there was enough teachers and performance of teachers is good however majority of the repondents 82.7% strongly disagreed and disagreed .The number of teachers is doesn't the number of pupils , something that continues to affect academic performance in Bulambuli and other districts this country.

4.5.4 Transport Services

This was the last sub-variable under the dependent variable service delivery and below were respondent's views.

Table 4.27 Most parts of the districts are accessible due to good roads

	Frequency	Percent	Valid Percent	Cumulative Percent
Agree	4	5.3	5.3	5.3
Not sure	9	12.0	12.0	17.3
Valid Disagree	49	65.3	65.3	82.7
Strongly disagree	13	17.3	17.3	100.0
Total	75	100.0	100.0	

Source: Primary data (2016)

Only 5.3% of the respondents agreed that most parts of the district accessible due to good roads, 12.0% were not sure, however majority of them 82.6% of the respondents strongly disagreed and disagreed. Most parts of Bulumbuli district are not accessible due to poor network in the area

Table 4.28 The number of road kilometres constructed has greatly increased

	Frequency	Percent	Valid Percent	Cumulative Percent
Stongly agree	14	18.7	18.7	18.7
Valid Agree	53	70.7	70.7	89.3
Not sure	8	10.7	10.7	100.0
Total	75	100.0	100.0	

Source: Primary data (2016)

Table 4.28 above shows that majority of the respondents 89.3% strongly agreed and agreed that the number of road kilometres constructed has greatly increased only 10.7% were not sure.

Compared to the past average of kilometres in the district, there is an improvement however more has to be done in terms of maintenance to make these roads accessible not just opening them up, that is what most local people were complaining about, the milage has improved but the roads are in poor conditions.

4.29 All roads are easily accessible even during rain season

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Not sure	7	9.3	9.3	9.3
Disagree	49	65.3	65.3	74.7
Strongly disagree	19	25.3	25.3	100.0
Total	75	100.0	100.0	

Source: Primary data (2016)

Finally when asked whether all roads are accessible even during rain reason, only 9.3% of the respondents were that sure however majority of the respondents 91.7% strongly disagreed and disagreed. Most parts of the district are not accessible during rainy reasons especially Kamu sub-county and other parts of up Bulambuli district like Butandiga, Buginyanya making transportation of agricultural products very difficult.

4.6 Examining the relationship between Participatory Budgeting and Service delivery

Table 4.30 Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.345 ^a	.268	.247	.22811

a. Predictors: (Constant), PARTICIPATORY BUDGETING)

The field findings in table 4.30 above indicate that the adjusted R square (co-efficient of determination) was 0.247 signifying that there was variation of 24.7% on service delivery in BDLG, due to changes in Participatory Budgeting.

This shows that 24.7% of changes in service delivery BDLG are caused by changes in the Participatory Budgeting 24.7% is enough to prove that there is a strong relationship between Participatory Budgeting and Service delivery .

However, the findings also show that 75.3% (100-24.7%) of changes in service delivery are brought about by other factors such as government policies, availability of funds and other factors. Kweit, 1987).

These findings are in line with others scholars for example the concept of citizen participation in the budgeting process as examined by scholars (Herian, 2011; Miller and Evers, 2002). And other scholars are all in agreement that participation of stakeholders in the budgeting process adds value (Stivers, 1990; Awio, Lawrence and Northcott, 2007; Ho and Coates, 2002).

Zanetti (1998) recognised the concept of citizen participation in public financial management. It has been argued that by allowing citizens to participate in matters that concern them, should not be seen as a means of achieving consensus, but also as an avenue to sensitise and educate citizens, to develop their highest capacities (Stivers, 1990). Similarly, Frederickson argues that managers of public organisations and institutions should take into account management practices that are likely to enhance stakeholders' involvement if they are to embrace changes that will have an impact on achieving desired goals and objectives (Frederickson, 1997).

Table 4.31 ANOVA^a

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	.086	1	.086	1.653	.203 ^b
Residual	3.642	70	.052		
Total	3.728	71			

a. Dependent Variable: SERVICE DELIVERY

b. Predictors: (Constant), PARTICIPATORY BUDGETING

According to the table above participatory budgeting is the predicting variable, any change in the dependent variable service delivery is brought about by changes in the predicting variable.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.0 Introduction

This was the last chapter of this study; it presents the summary of the findings, conclusion and recommendations of the study in line with the objectives of the study.

5.1 Summary of the Major Findings

The major objective of the study was to examine the effect of Participatory Budgeting Service delivery BDLG. It was split into three specific objectives ;

- i. To find out the effect of direct citizen participation in the budget process on service delivery in Bulambuli district
- ii. To study the effect of representative citizen participation in the budget process on service delivery in Bulambuli district
- iii. To examine the effect of mixed participation in the budget process on service delivery Bulambuli district

5.1.1 The effect of direct citizen participation in the budget process on service delivery in Bulambuli district

The findings of the study shows that majority of respondents agreed direct citizen participation improves service delivery , however majority of them, 81.3% disagreed and strongly disagreed on whether they are given chance to participate directly in the budget processs, especially local issues which they feel affect them directly.

5.1.2 The effect of representative citizen participation in the budget process on service delivery in Bulambuli district

Majority of the respondents also agreed that representative citizen participation in the budget process affects service delivery, however 54.7% of the respondents strongly disagreed and disagreed on whether key stake holders are invited to participate at all stages of the budget process. They claim the process of selection of those to represent others in the budget process is not free and fair, representatives are not selected basing on merit, something that has comprised service delivery in the district.

5.1.3 The effect of mixed participation in the budget process on service delivery Bulambuli district

The findings of the study reveal that all citizens are not invited to participate in the budget process Bulambuli district, this is so because over 76% of the respondents disagreed and strongly disagreed when asked on this matter. And yet through mixed participation, local governments are able to plan for the type, level, and quality of service delivery together with the end users of those services.

5.1.4 The relationship between Participatory Budgeting and Service delivery in BDLG

The field findings in table 4.30 above indicate that the adjusted R square (co-efficient of determination) was 0.247 signifying that there was variation of 24.7% on service delivery in BDLG, due to changes in Participatory Budgeting.

This shows that 24.7% of changes in service delivery BDLG are caused by changes in the Participatory Budgeting 24.7% is enough to prove that there is a strong relationship between Participatory Budgeting and Service delivery .

5.2 Conclusions

Basing on the field findings the researcher can now derive the following conclusions.

Direct citizen participation through consulting the locals on the most pressing needs/ vital services, giving citizens chance to implement and small projects can help improve service delivery but this is not the case in Bulambuli which is one of the reasons for poor service delivery in the district.

Representative Citizen Participation affects service delivery, this can be either negatively or positively, if selection is done objectively it can help boost service delivery, however an unfair selection like the case in Bulambuli has affected the quality of the outcomes.

Through mixed participation, local governments are able to plan for the type, level, and quality of service delivery together with the users of those services. The citizens, who are the customers, will be motivated, therefore, to pay for these services. In turn, this will lead to increased revenue generation for the local government, thus enabling it to improve service delivery.

There is also strong relationship between Participatory Budgeting and service delivery

5.3. Recommendations

The study made the following recommendations basing on the research findings.

Bulambuli district should embrace direct citizen participation especially in implementation and monitoring of small projects, priority should also be given to the most pressing and vital needs as suggested by the local people if they are to improve service delivery in the district.

In case of representative participation, all key stake holders should be invited and the process of selection should be done objectively in order to avoid bias and improve on the quality of debt.

In case of mixed participation, all citizens both ordinary and representatives of various organisations should be invited to participate in the budget process, however it is also important to assess the costs and benefits associated with all citizens participating in the budget process, because this calls for more funds the reason why most African countries use representative participation.

5.4. Suggested Areas for Further Study.

Further research can be carried out in the following areas:

Internal audit function and financial performance in Local governments

Revenue collection and service delivery in district local governments

Internal controls and financial accountability in Corporate Organisations

REFERENCES

MOLG (2004) *Second Local Government Development Programme (LGDP II) Operational Manual for Local Governments*, Kampala: MOLG.

MOLG (2004b) *Annual Assessment of Minimum Conditions and Performance Measures for Local Governments 2004*, Kampala: MOLG.

MORGAN, D. L. (1998) *The Focus Group Guidebook*, Thousand Oaks, CA: Sage.

MORGAN, G. AND SMIRCICH, L. (1980) The Case for Qualitative Research. *The Academy of Management Review*, 5(4): 491-500.

MUTIZWA-MANGIZA, N.D. AND CONYERS, D. (1996) Decentralization in Practice, with Special Reference to Tanzania, Zimbabwe, and Nigeria, *Regional Development Dialogue*, 17(2): 77-93.

OSBORNE, D. AND GAEBLER, T. (1992) *Reinventing Government: How the Entrepreneurial Spirit is Transforming the Public Sector*, New York: Penguin.

OTLEY, D.T. (1978) Budget use and Management Performance, *Journal of Accounting Research*, 16:122-149.

PENDLEBURY, M.W. (1994) Management Accounting in Local Governments, *Financial Accountability and Management*, 10(2): 117-129.

PERROW, C. (1986) *Complex Organisations*. New York: Random House

POPPE, M. (1992) "Towards an Organizational framework for District Development Planning and Management" in *Planning as a Dialogue*, ed. B. Janssen, Dortmund: SPRING: SWP14

PRESTON, A. M. (1995) "Budgeting, Creativity and Culture" in *Issues in Management Accounting*, ed. D. Ashton, T. Hopper, & R. W. Scapens (2nd ed.), Englewood: Prentice Hall.

RIVENBARK, W. AND KELLY, J. (2006). Performance Budgeting in Municipal Government, *Public Productivity and Management Review*, 30(1): 31-42.

ROBINSON, M. (1998) Democracy, Participation, and Public Policy: The Politics of Institutional Design, in *The Democratic Developmental State*, ed. M. Robinson and G. White, Oxford: Oxford University Press.

RYAN, B., SCARPENS, R.W.AND THEOBALD, M.M. (2002) *Research Methods and Methodology in Finance and Accounting*. Surrey: Thomson.

SAGIE, A. (1994) Participative Decision Making and Performance: A Moderator Analysis, *Journal of Applied Behavioral Science*, 30(2): 227–246.

APPENDIX I
Research Questionnaire

UGANDA MARTYRS UNIVERSITY

Faculty of Business Administration and Management

Dear respondent,

Re: Request to Complete a Research Questionnaire

I am student of Uganda Martyrs University under taking a Bachelor's Degree of Business Administration. Am carrying out research on Participatory Budget Process and service delivery in District Local Governments in Uganda with Bulambuli district as a case study . This research is part of the requirements for the award of the Degree of Bachelor in Business Administration and Management from Uganda Martyrs University. The information given is purely for academic purposes and the answers will be handled with utmost confidentiality.

I do humbly request you to spare some of your precious time and fill this questionnaire in the spaces provided .

Kiondo Catherine

Researcher/Student

SECTION A: Background Information

Tick (✓) where appropriate

1. Gender

- 1) Male 2) Female

2. Age Bracket

- 1) 20- 30 years 2) 35- 45years
3) 30- 35 years 4) 45 years above

3. Academic Qualifications

- 1) Certificate 2) Diploma
3) Bachelors Degree 4) Masters Degree
5) Others: specify

4. Department

- 1) Accounting & Finance 2) Administration
3) Production & Marketing 4) Works
5) Health 6) Others

5. Work Experience

- 1) 1 -2 years 2) 2- 4years
3) 4-6years 4) 6 years above

In sections B to E, you are required to tick (✓) on a response option ranging from Strongly Disagree (SD), Disagree (D), Not Sure(NS), Agree (A), Strongly Agree (SA)

Section B

Participatory budgeting (PB)

	Direct Citizen Participation	SA	A	NS	D	SD
1	Ordinary stake holders are invited to participate at all stages of the budget process normally at various sub-counties and parish levels					
2	The district first consults with the locals on the most pressing needs in their area before drafting the budget					
3	Priority is given to the most vital services in the district as suggested by the locals in their given locality					
4	In case of small projects, the district gives responsibility to citizens to implement and monitor such projects					

Section C

No	Representative Participation	SA	A	NS	D	SD
1	Key stake holders are invited to participate at all stages of the budget process					
2	The district also invites representatives from various organizations in the district to participate in the budget process					
3	Both elected and appointed councilors are invited to represent their people during the budget process					
4	Implementation and monitoring is done by both appointed and elected leaders on the behalf of their people					

Section D

No	Mixed Citizen Participation	SA	A	NS	D	SD
1	All citizens both ordinary and representatives from various organizations are invited to participate on the budget process					
2	Technocrats normally communicates to stakes holders before the budget process begins					
3	Monitoring and implementation is done by both the technocrats together with the local stake holders					
4	All sub-counties are called upon to forward their priorities during the drafting stage of the budget					

Section E Service delivery in Bulambuli district local government

SN	Utility services	SA	A	NS	D	SD
1	There is easy access to clean and safe water in the district					
2	There is easy access to electricity in most parts of the district					
3	The cost of power is lower in the district					
	Health services					
1	There are enough health centres evenly distributed in the district					
2	There are enough drugs in health centres in the district					
3	There are enough health staff employees in most health centres					
	Education Service					
1	There are enough schools evenly distributed in the district					
2	The number of school facilities like desks, latrines are enough					
3	There are enough teachers and performance of pupils and students is good					
	Transport infrastructure					
1	Most parts of the districts are accessible due to good roads					
2	The number of road kilometres constructed has greatly increased					
3	All roads are easily accessible even during rain season					

Thanks so much for your participation in this research