



**PUBLIC REVENUE MANAGEMENT AND SERVICE DELIVERY IN UGANDA, A  
CASE OF PALLISA DISTRICT LOCAL GOVERNMENT,  
PALLISA DISTRICT**

**BY**

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**A RESEARCH REPORT SUBMITTED TO FACULTY OF MANAGEMENT SCIENCES,  
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FOR THE AWARD OF BACHELOR OF BUSINESS ADMINISTRATION IN  
ACCOUNTING AND FINANCE OF BUSITEMA UNIVERSITY**

**JANUARY, 2024**

## DECLARATION

### DECLARATION

I **AUMA NEILI, REG. NO. BU/UP/2020/2720**, do declare that this research report is my original work and it has not been submitted to any other University or institution for an academic award.

Sign .....

*Auma Neili*

Date .....

*18<sup>th</sup> / 01 / 2024*

## APPROVAL

### APPROVAL

This research report is submitted to Busitema University for examination as a partial fulfillment for the award of Bachelors of Business Administration in Accounting and Finance option with my approval as an academic supervisor.

MR EMUSUGUT DESTERIO

SIGNATURE  DATE 19/01/2024

## **DEDICATION**

This work is dedicated to the family of Ms. Auma Neili for their moral support, encouragement and understanding. To all my friends, course mates, lecturers, and the Almighty God for his interminable blessings without which it is impossible to ensure the report submission a reality

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## **LIST OF ACCRONOMYNS**

CVI	Content Validity Index
UBOS	Uganda Bureau of Statistics
PDLG	Pallisa District Local Government
MOFPED	Ministry of Finance, Planning and Economic Development
UNDP	United Nations Development Programmes
SPSS	Statistical Package for Social sciences

## **ABSTRACT**

This study examined the effect of public revenue management on service delivery. The study was guided by the following objectives notably, to examine the effect of public revenue planning on service delivery, to assess the effect of public revenue mobilization on service delivery, and to examine the effect of public revenue expenditure control on service delivery. The study used a cross sectional research design, and a quantitative approach. Data was collected from 60 employees from different departments as a target population with the sample size of 52 employees from different departments such as administration, finance, health, education, production and marketing and lastly works. Data was collected with the aid of closed ended questionnaire and statistical package for social sciences was employed for analyzing data from which frequency tables, descriptive statistics (mean and standard deviation), reliability, validity, correlation, and regression results were obtained. The study findings revealed that there is a positive and a significant effect of public revenue planning on service delivery; public revenue mobilization on service delivery; and public revenue expenditure control on service delivery. Finally, the study concludes that there is a strong predictive power that the dimensions of public revenue management contribute towards enhancing service delivery in PDLG.

# **CHAPTER ONE**

## **INTRODUCTION**

### **1.0 Introduction**

This chapter presents the background of the study, statement of the problem, purpose of the study, research objectives, scope of the study, significance of the study, conceptual frame work and definition of key terms.

### **1.1 Background of the Study**

Public services can be defined as services that the government provides to the public in their jurisdiction using different modes of delivery(Engdaw, 2020). Delivering quality services in a public sector is one of the most difficult tasks. As a result of this, governments have had different policy instruments, which are meant to improve the efficiencies, effectiveness, and quality of public services. Among the instruments, decentralization is one of the most important tools that have been used to improve the quality of public service delivery. Decentralization is the process of transferring authorities, resources, and responsibilities from the central government to intermediary and local governments (Engdaw, 2018). Despite the interventions put in place, the problem of poor service delivery still persists. For instance, globally, the delegation of power process has preceded extreme in Latin America, beginning with efforts in Colombia in the early centuries, to delegate increased responsibilities to local governments for the delivery of health and other services, however, much has not been done to improve on the level of services delivered in most countries around the world.

According to the Annual Report of Nations & Programme, (2018), Only 44% of the population had access to safe water leaving the 56% in an outcry for safe water accessibility. Furthermore, though there was an improvement to address this, the problem persisted till 2019 where by 51% of the population still had no access to sanitation thereby revealing a lag in poor quality of service delivery in the health sector.

African countries have fallen suit of poor quality service delivery as they lag behind other countries in the developed world (Odaró, 2012). Despite rapid urban growth, most of sub-Saharan Africa countries like Ghana continue to live in rural areas of Africa where most of the poorest live.

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## **APPENDICES**

### **APPENDIX 1: QUESTIONNAIRE**

#### **BUSITEMA UNIVERSITY FACULTY OF MANAGEMENT SCIENCES PARTICIPANT QUESTIONNAIRE**

Dear respondent

#### **RE: REQUEST FOR RESEARCH DATA**

I AUMA NEILI, registration number BU/UP/2020/2720 a student of Busitema University pursuing bachelor degree in business administration and currently undertaking a research study on the public revenue management on service delivery of Pallisa District Local Government. You have been chosen as my valuable respondent. Please spare some time and fill this questionnaire. All information obtained will be treated as confidential and only for academic purpose so please **DO NOT** write your name on the questionnaire.

#### **SECTION A: BACKGROUND INFORMATION**